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SOCIAL SUPPORT OPPORTUNITIES FOR THE OLD AND THE ELDERLY PROVIDED BY NON-GOVERNMENTAL ORGANIZATIONS AS MANIFESTATION OF PROFESSIONALIZATION OF SOCIAL WORK: PRESENT SITUATION AND PROSPECTS

Master's thesis

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Summary

The aging of the society in Lithuania is developing rapidly like in many other countries in the world. The society should respond adequately to the growing number of elderly people and their specific needs during the period of senescence as the number of elderly people takes up a large part of the society that needs a respective amount of social support. The main goal of social politics for elderly people is ensuring the possibility to live independently as long as possible and to receive social care services of the best quality.

The aim of this Master's thesis is to analyse the social support opportunities for the old and the elderly provided by non-governmental organizations as a manifestation of professionalization of social work by completing these tasks: to reveal a theoretical discourse of opportunities of social support for disabled people of this age group analysing the manifestation of professionalization of social work and the role of non-governmental organizations, to carry out an empirical study detecting the opportunities of social support provided by NGO for the old and the elderly emphasizing individuals in the situation of disability.

Hypothesis: social support provided by non-governmental organizations employing competent and qualified professionals of social work properly responds to the need of support of old and elderly people.

Master's thesis includes 2 main chapters.

The first chapter analyses the theoretical discourse of opportunities of a provision of social support to the old and the elderly from a side of non-governmental organizations and studies the manifestation of the professionalization of social work and the role of non-governmental organizations in the field of the provision of social support.

The second chapter presents the methodology, organization and results of the research of opportunities of provision of social support of non-governmental organizations to the old and the elderly.10 specialists of social work of NGOs in Lithuania and Ukraine were selected by the principle of expert sample and interviewed using the method of a structured interview.

The theoretical analysis of a social support to old and elderly individuals and the analysis of scientific literature revealed that in the face of a rapid aging of the society organising and provision of social services in order to respond to specific needs of elderly people and to create conditions for active and healthy aging is perceived as one of the most important issues to be addressed. It is important to organise and provide social services oriented to the maintenance of independence, social and physical activity of a person and respond to the needs of social custody and care. A quality of social services is highly dependent on occupational readiness and professional competence of social workers.

According to the results of a qualitative research, current support provided by NGOs is free, flexible, and versatile, it responds to specific needs of old people well, reduces social exclusion, and induces maintenance of independence. A voluntary work chosen by individuals with a strong internal motivation is one of the advantages of non-governmental organizations. Empathy is stimulated and the society is excited through involvement of the community to the process of assistance

The theoretical analysis and the results of the research confirm the hypothesis of the research. NGOs have a considerable experience in the area of activity of social services; they seek operational efficiency and are equal partners of the state institutions. After having addressed such problems as a lack of material resources NGOs could become the main providers of social services.

CONTENT

Introduction

Relevancy. The aging of the society is the growth of the number of elderly people in general population. The aging process in Lithuania is developing rapidly like in many other countries in the world. It is comprehensible as a positive social change and one of the most important achievements of the humanity. However, the society should respond adequately to the growing number of elderly people and their specific needs during the period of senescence as the number of elderly people takes up a large part of the society which needs a respective amount of social support.

According to the guidelines of the World Health Organization (Mackevičius, 2010) the age of a human is divided to five periods: up to 44 years old - considered as young person, from 45 to 59 - middle aged, from 60 to 74 – elderly, from 75 to 90 – old, 90 years of age and older is considered as being aged.

Social support in Lithuania is provided in different forms. As the society is aging rapidly, long-term care and nursing policy is becoming more relevant and meaningful in the modern social politics. The fact that more and more people can expect to live longer, has extremely actualized the qualitative aspect of life expectancy: can we expect not only to live longer but have a more qualitative life?

The main goal of social politics for elderly people is ensuring the possibility to live independently as long as possible and receive social care services of the best quality. This policy is focused on such values like equality, possibilities of self-determination, economical security and independence. The social politics of elderly people is assigned on the national and local levels. The national level covers pensions and employment security; the local level includes municipalities that involve social politics in the community, development of social support and social network services. Senescence is one of the social risk factors, causing the need of social security which is mostly noticeable in the areas of income and personal care (Žalimienė, 2003).

The importance of social support is particularly revealed when a person is aging and various functions are decreasing. There is a description of social support in the Vocabulary of terms of social work (Socialinio darbo terminų žodynas, 2007) which describes *social support as social, economic, juridical and organizational measures that are used to ensure essential living conditions* for people who have inadequate income from employment, social insurance and other areas caused by objective reasons, so they are unable to take care of themselves. Social support is provided by another person or party. Encyclopaedia of social work (2008 Kaduševičienė) states social support as essential measure maintaining life balance, decreasing daily stress and the need of mental help. *Social support is described as an exchange of resources, goods or services between the members of social network.* Social support is also characterized as functional support which can be tangible or intangible. Social support can be perceptible and obtained.

When a person is convinced he will receive support during a difficult period of life, this approach represents perceptible support while specific physical and psychological factors reflect obtained support. Pivorienė (quoted by Kaduševičienė, 2008) states that both kinds of support (perceived and obtained) are important at the elderly age. Perceptible support strengthens the needs of one's security, attachment, and intimacy while the obtained support strengthens the basic needs of elderly people.

The author points out the following types of support:

- *Specific support* (practical advices and material aid);
- *Emotional support* (listening, encouragement, respect, sympathy);
- *Informational support* (advices and help in making decisions).

All types of support are formal and informal. Informal social network support that person receives is fairly constant with regards to intensive relationships. Informal support has influenced the establishment of institutional help. The difference between formal and informal support decreases in the process of aging and increasing of specific needs of elderly people. In order to meet the needs more effectively it is purposeful to combine both formal and informal social support (Encyclopaedia of Social Work, 2008, quoted by Kaduševičienė, 2008).

According to the approach of social work and social gerontology, one of the most important issues is the organization and delivery of social services seeking to respond to the needs of elderly people and to create appropriate conditions for healthy active aging. In the context of aging society with regards to the aspect of social integration there are two main goals for the providers of social services:

1. Organize and provide social services that maintains independence, social and physical activity;
2. Respond to the needs of social care and nursing.

Governmental institutions and non-governmental organizations (NGO) provide social support for elderly people in Lithuania, so there is a great field for a close interinstitutional cooperation in order to be able to ensure the provision of continuous complex support.

According to the results of a research accomplished by Statistics Lithuania (Pagyvenę žmonės Lietuvoje, 2014) there are 18.2% citizens who are 65 years of age and older in the countries of EU, including Lithuania. The biggest share of elderly people belongs to Italy (21,2%), Germany (20,7%), Greece (20,1%) and Portugal (19,4%) and the least of them to Ireland (12,2%), Slovakia (13,1%) and Cyprus (13,2%). In the beginning of 2014 every seventh male and every fourth female in Lithuania were 65 years of age and older. There were 112,7 k (13,1%) more elderly people comparing to the number of children under the age of 15 living in Lithuania in the beginning of the year 2014.

Rapid aging of society actualizes the qualitative aspect of life expectancy and obliges to think more about the specific needs of elderly people and social support that is provided in order to help to meet those needs appropriately.

The increasing number of elderly people in the society indicates the fact that elderly people will make a great share of the population in the future. According to the data of European statistics office "Eurostat" (Socialinių paslaugų administravimo tobulinimas Lietuvos savivaldybėse, 2010) the number of elderly people in Lithuania is increasing from 15 % to 26,7% in the period of 2004 – 2050. Formal social support and social services are becoming more important in the lives of elderly people, so it is extremely important to organize and provide qualitative social support that meets the expectations of standards of social services and appropriately responds to the specific needs of elderly people.

The quality of social services strongly depends on the level of proper preparation and expertise of workers providing those services. In order to grow in a professional development specialists must improve their qualification regularly, acquire knowledge and improve practical skills (Socialinių paslaugų administravimo tobulinimas Lietuvos savivaldybėse, 2010).

Many scientists and social work specialists have been interested in the phenomenon of the old age seeking to research it in many different aspects. *Kanopienė* and *Mikulionienė* (2006) analysed the problems of demographic aging; Juozulynas, Jurgelėnas, Greičiūtė, Butikis (2007, quoted by *Zaborskienė*, 2012) discussed a quality of life and aging; *Žalimienė* analysed the need of establishing standards of social care services and the practical application of those standards in Lithuanian and foreign countries seeking to ensure the quality of services; Peculiarities of social relations and the importance of socialization was analysed by *Bartkutė* (200); *Budėjienė, Lukaminskienė* (2013) researched social services for elderly people in the

aspect of self-help and social care. *Ruškus* made an important contribution to the analysis of social work with elderly people.

The specifics of *gerontological social work* (social work with old and elderly people) in Lithuania was revealed by *Naujanienė* as she analyses the diversity of problematic situations of elderly people, peculiarities of social support and the influence of social norms for client's decision to accept social support (*Kliento problemų ypatumai gerontologinio socialinio darbo tyrimuose,* 2008; *Senyvo amžiaus asmenų socialinių paslaugų prieinamumo namuose patirtys*, 2013; *Žmogaus adaptacija senstant*, 2004, *Socialiniai senėjimo aspektai,* 2002, *Sėkmingos senatvės prielaidos: senyvio amžiaus asmenų perspektyva,* 2012 and others).

According to the results of the research conducted by Filipavičiūtė, Jurgelėnas (*Socialinės paramos įtakos pagyvenusių neįgalių žmonių depresijai tyrimas,* 2010) social support is an important health-influencing factor of the disabled elderly people. Appropriate evaluation of the quantity and quality of social support would be helpful in creating more reasonable strategies of health politics dealing with health, medical care and social integration issues of elderly people.

The following are the foreign specialists that research gerontological social work and social support for the old and the elderly: *Greene* (Social work with the Aged and Their Families, 2008; Putting Social Work Values into Action: Use of Ecological Perspective with Older Adults in the Managed Care Arena, 2004), *Leaper* (Elderly People and Social Services in Four EC countries, 1996), *Morrow-Howell, Burnette* (Gerontological Social Work Research: Current Status and Future Directions, 2001).

The goal of this Master's thesis is to analyse the opportunities and prospects of the provision of social support for the old and the elderly as manifestation of professionalization of social work: research the organization, functions and aims of social support for the old and the elderly provided by non-governmental organizations (NGO), revealing the needs of people of this age group and assessing the specifics of social work with old and elderly people and the prospects of organizing work at NGOs seeking to ensure the continuous provision of complex support.

Problematic issues. The number of old and elderly people is increasing during the process of aging in the society, so the following issues are raised:

- What is the need of social support and if the institutions (in this case, non-governmental organizations), are capable to respond those needs of the old and the elderly appropriately;
- How social work with the old and the elderly is organized and if it is conducted in a professional way;
- What direction is evolving for the development of social support provided by non-governmental organizations;

Research object– social support opportunities for old and elderly people provided by non-governmental organizations as a manifestation of professionalization of social work.

The aim of the research – to analyse the social support opportunities for the old and the elderly provided by non-governmental organizations as a manifestation of professionalization of social work.

Hypothesis. Social support provided by non-governmental organizations employing competent and qualified professionals of social work responds properly to the need of support of old and elderly people.

Objectives of the research:

1. Reveal a theoretical discourse of opportunities of social support for the old and the elderly.
2. Analyse the manifestation of professionalization of social work emphasizing the support for old and elderly people in a situation of disability and the role of non-governmental organizations.
3. Carry out an empirical study detecting the opportunities of social support provided by non-governmental organizations for the old and the elderly underlining individuals in the situation of disability.

Research sample - participants. N=10. 10 specialists of social work from non-governmental organizations providing social support for the old and the elderly in Lithuania and Ukraine were selected by principle of an *expert sample* and interview using the *method of a structured interview*. The method of interview is used in researching evaluations, priorities of practise and values in pursuance of completeness.

Research methodology. Theories of social gerontology, such as social construction, social exchange and role theories, were selected as a methodological ground of the research.

Theories of social construction in gerontology were resulted from phenomenology, symbolic interaction and ethnomethodology; it also has an integrated hermeneutical approach. There is no causal interpretation of social world in this perspective and most of the attention is assigned to the meaning of issues of everyday life. Features of socially constructed experiences, including aging, are described in social construction. There is an empirical description of how social categories and forms of ages are integrated in daily life, how it is dealt and socially organized.

Role theory is applied in studies of social factors and diseases in a perspective of a life course. Social integration is described a measure by which an individual is formally attached to the social structure, as a number social roles. George (1996, quoted by Naujanienė, 2004) was studying few hypothesis regarding the impact above defined social integration on health. It was observed that old age might be a strategic context in researching links between social integration and health as it is described as modest but demonstrative loss of social roles.

Social exchange theory, the structure and models of exchange are used in the researches of gerontological social support and exchanges between generations. According to Bengston, Parrott and Burges (1994, quoted by Naujanienė, 2004) the following are mostly used concepts in the theory of social exchange: social award, cost and benefits; social resources; social interaction and contacts; interaction rates. The theory of social exchange has enriched the development of social gerontology by the proposition stating that motivation of social contacts and social support depends on emotional, social and financial impact.

Seeking to analyse the matter of the issue fully and to present conclusions of the research and recommendations the study is based on the theoretical analysis and the results of empirical research. The content analysis is used for the processing research data (results of structural interview) that allows to look closely at the issue in various aspects according to the selected criteria.

Basics concepts and terms. *Social support* – financial aid or non-monetary assistance for people who lack resources to ensure the satisfaction of the basic needs (Socialinės apsaugos terminų žodynas).
Social services – support provided for individuals in different non-monetary forms or financial allowance aiming to reinstate the ability to take care of themselves and integrate into society (Žalieminė, 2003).

Gerontological social work – the specific field of social work where theories of aging and senescence are related to the general model of social work (Nathanson, Tirrito, 1998, quoted by Naujanienė, 2008).

The professional competence of social worker – knowledge, values and skills that manisfeting in the ability to analyse, synthesize, diagnose, assess the situation adequately, strategic thinking in planning the solution of the problem, learning from the experience, using supervision, reflecting (Liobikienė, 2006).

Non-governmental organizations (NGO) – legal units acting on voluntary basis for the public interest, independent from the state or municipal institutions; not in the interest of political power or only pursuit of religious objectives (Lietuvos Respublikos nevyriausybinių organizacijų plėtros įstatymas, 2013).

Old age – the stage of life when support and assistance from the side is necessary for survival; a stage when the body weakens, powers (both physical and mental) deteriorate, an individual becomes overwhelmed by apathy and is attacked by various diseases (Kairys, 2002, quoted by Mikelionienė, 2009).

The structure of Master's Degree thesis. Thesis includes: summary, introduction, 2 main chapters, conclusions, recommendations, references, summary (in Lithuanian), and appendixes. The results of the study are illustrated in 7 figures. The questions of the structured interview and interview protocols are presented in the appendixes.

1. **Theoretical discourse of opportunities of a provision of social support to old and elderly people from a side of non-governmental organizations**

1.1 Theoretical analysis of a social assistance for old and elderly people

1.1.1 Specifics of old age stage

It is fairly difficult to provide an integrated and universal conception of an old age. Individual authors differently define this stage of age. But all of them agree that old age causes many changes in the individual's life. Since this concept is of manifold character, for this reason perception of old age is aggravated. Perception of the concept and its variety are associated with an image of old age determined by different cultures. In some societies a status of a person who is getting old becomes of higher importance, whereas in other societies his/her status decreases.

J. Kairys (2002, quoted by Mikelionienė, 2009) describes old age as a stage in life when an individual needs assistance and support from other people to survive. It is a stage when the body weakens, powers (both physical and mental) deteriorate; an individual becomes overwhelmed by apathy and is attacked by various diseases.

While describing old age S. Koskinas, R. Naujanienė, N. Veckienė (2002, quoted by Mikelionienė, 2009) note that aging is a heterogeneous process. Therefore, its after-effects can be positive and negative. M. Furst (1999, quoted by Mikelionienė, 2009) emphasizes that social features, e.g. educational background, profession, family, friends and acquaintances, income or property and lifestyle have a direct impact on aging. Thus, old age of some people is a highly different both in terms of quality and quantity: a social status of very active and optimistic people is good and in old age they face no problems of adaptation.

B. H. Lemme (2003, quoted by Mikelionienė, 2009) notes that people are aging differently both in terms of time and character. Moreover, over time these differences increase because an effect of genetic and experiential variables accumulates. There is still no consensus how exactly this stage of age should be designated. Therefore, there exist many various terms both in literature and everyday life: retired people, elderly people, seniors, older people, and grandparents.

Thus, a conception of old age is different. However, all descriptions reveal a fact that many changes occur in old age in life of an individual and those changes have an impact on an outlook, attitude towards the surrounding world and feeling of an individual himself. Old age is a natural process that arouses different emotions for every individual.

1.1.2   Changes in life of old and elderly people in the social context

Aging of population is a phenomenon of the 20th century. A number of people who are 65 years old and older is significantly increasing all around Europe. A comparison of Lithuanian and world indicators suggests that a level of old age of Lithuanian residents is the closest to an indicator of fairly well developed countries. A situation is not very dramatic because the residents of Lithuania are slightly younger than the nearest neighbours (Latvians and Estonians). However, they are older than the residents of Poland (Linkevičienė, 2009).

According to personality development psychologists, sometimes the last era of life begins beyond 55 years of age. However, exact time depends on a social age of a person. While analysing cognitive peculiarities of human development R. Žukauskienė states that a life of an adult person can be divided into three main periods: young adult (from 20 to 40 years), middle-aged or elderly person (from 40 to 65 years) and old age (from 65 years). An interesting fact is that younger and poor people tend to consider that old age starts earlier, i.e. from 55 years of age; whereas older and more wealthy people suppose that old age starts from 65 or maybe even from 70 years of age (Žukauskienė, 2002.)

Biological changes in life. Biological changes in life for elderly people first of all become evident in the level of their health: chronic diseases, changes in activity of sensory organs and deterioration of functions of musculoskeletal systems (Žukauskienė, 2002). Biological aging is a process determined by age resulting in healthy body's inability to respond to external factors and associated with an increase of likelihood or mortality. Beside such visible changes of aging of elderly people as a wrinkled skin, grey hair, slow gait there also occur many changes inside the body, in systems or organs and sensory systems, changes in the body structure and chronic disease that are typical among people of this age. Diseases and disability are eminently important changes when a person ages. In many respects a disease is very similar to disability because they both limit a number of roles. In order to overcome disorders resulting from a disease elderly and old people face two conflicting choices - preservation of independence and acceptance of assistance.

Psychological changes in life. The most important psychological aspects of aging of people are: cognitive changes, emotional changes. In the psychological level cognitive changes are the most noticeable in cognitions, thinking, memory and intellect of elderly people. A cognitive development of elderly people leads to a worsening adaption to the self and the environment and this often causes a stress, depression. Cognition in old age changes significantly due to deteriorating functioning of sensory systems. Mental abilities that are associated with fast reactions and good memory deteriorate, but mental abilities that require long reflection and general education remain stable. Emotional changes manifest in the form of anxiety, fear, and sadness. More and more often elderly people feel average emotions: they find it difficult to be very happy; a deep sadness due to external reasons becomes more rare. A restrained joy and bigger satisfaction are usually typical for old age. Maintained and again resumed relations with relatives and next of kin give a feeling of fullness. Compliments for the elderly people do not give as much joy as in young days and critique causes less grief. However, fullness remains a target feeling. A sadness of elderly people is often associated with physical disability, pain (Linkevičienė, 2009).

Social changes in life. According to the completed studies, loneliness, dependency on others, financial insecurity, the feelings of being unwanted, unnecessary are the changes that have adverse effect on elderly people. Aging is affected by such social aspects as educational background, profession, family, income, property (Lemme, 2003, quoted by Linkevičienė, 2009). The theory of continuation analyses adaptation to changes in the social environment. While analysing such personal properties of an elderly individual as neuroticism, openness to experience, easy disposition, awareness it has been found out that they remain unchanged during a course of life, old people can easily adapt to social changes. A flexibility of personality decreases when a person gets old. Elderly people often behave in a rigid way; they try to

surround themselves with an order that could once again remind them about social roles they have played once. They try to concentrate their abilities to things they have mastered very well. A self-awareness of an elderly person becomes focused on an ideal Ego (Žukauskienė, 2002).

While discussing specific changes that accompany elderly people and their adaptation it is noticeable that changes in roles and adaptation to new roles as well as changes that are associated with a health and finances play a very significant role in old age.

1.1.3 Legal access to the social security of old and elderly people

Aging is a homogenous process. Thus after-effects of aging can be both positive and negative. We face both positive and negative results of aging in our life. Therefore, it is important to find out the factors that influence their occurrence. A positive-negative character of aging reflects a reality; it often proclaims that aging is both a great achievement and a relevant social problem of modern days. Goals and measures are formulated and various areas of activity are covered in *The National Strategy of overcoming the consequences of aging of population of the Republic of Lithuania* (Lietuvos Respublikos Nacionalinė gyventojų senėjimo pasėkmių įveikimo strategija, 2004, No. 95- 3501, quoted by Linkevičienė, 2009) in which problems associated with aging of population in the country are the following: demographic situation, income and income guaranties for elderly and old people, occupation, health and social services, opportunities of a full-pledged life – education and integration to the information society, accommodation and adaptation of environment, access to a cultural life, provision of transport, personal security, active participation in activity of non-governmental organizations and formation of a positive image of elderly people.

In the process of adaptation of the labour market to the needs of the aging society it is necessary to implement changes of the Policy of Occupation. Therefore, the measures that promote occupation and entrepreneurship of elderly people as well as providing them with an opportunity of lifelong learning and ensuring friendly work conditions through adaptation of work schedules and eliminating discrimination regarding age were taken. In order to guarantee equal opportunities and gender equality the measures of occupation and reintegration to the labour market are executed, a special attention is paid to socially vulnerable women, there is also an attempt to create opportunities for reconciling work and family responsibilities. To guarantee a quality of life of elderly people their income is increased, the sector of social services is expanded, there is an attempt to provide social and health protection services of high quality trying to help people to live as longer as possible in the environment that is familiar for them. Programmes of health prevention that are focused on the risk groups of elderly people and in which they gladly participate are very important as well. Adaptation of the environment of elderly people, provision of transport services to them, compensation of some transport costs, exemption from land taxes have significantly improved; various measures intended to improve their security, especially in rural areas, are being adapted (Lietuvos Respublikos Nacionalinė gyventojų senėjimo pasėkmių įveikimo strategija,, 2004, quoted by Linkevičienė, 2009). While executing an obligation to help family members who are nursing their relatives, a service of a short-term social care has been legalized – services of a short-term social care are provided at the person's home or in the institution of social care in order the family members could leave for holiday or to take care for their own health. The persons who are nursing a disabled person, who subject to decision of the medical commission of medical professionals must be provided with a special care or custody, are insured with public funds.

The Law on Social Services (Socialinių paslaugų įstatymas, 2006) emphasizes that social services are provided to an old individual by allowing him to live as long at his own home, in his family, to keep his/her household independently as possible and by organising assistance that is well consistent with occupation, health care of a person and the measures of special assistance, by helping to maintain social relations with the family, relatives and the society.

In order for a person to stay in his living environment as long as possible, he may be provided with a social care. *The catalogue of social services* (Socialinių paslaugų katalogas, 2006) specifies home assistance as a social care service. Home assistance consists of services provided at the person's home that help a person (family) to keep household and to take part in the social life. Sometimes elderly individual needs help only is particular cases: to get up, eat, wash up, etc. Although the family, relatives and next of kin still remain the main subjects

providing assistance to a person, however, the family cannot always take care for a weak member and then the state or non-governmental organizations should help such family.

The description of the procedure of general provision of nursing and social services (Slaugos ir socialinių paslaugų bendro teikimo tvarkos aprašas, 2007) establishes the main objectives and principles of provision of nursing and social services, service recipients, organising of services of long-term care, documentation and funding. The services of long-term care can be provided at the person's home, in the institutions of the primary outpatient personal health care and social services that are licensed to provide these services.

1.1.4   The general characteristics of provision of social services to old and elderly people

The following requirements of constructive coverage play an important role in the variety of factors of overcoming a phenomenon of a social exclusion of elderly people: an offer of proper services, overcoming of officialdom of various institutions associated with provision of assistance to a person, building of personal capabilities and participation not only in economic areas of activity applying the principals that are typical for a space of democratic citizenship of the modern society (Čepėnaitė, 2008).

The description of social support, according to Žalimienė and Dunajevas (2015), varies in different European countries. It includes financial benefits and social services, individual care and rehabilitation in Middle, East and North Europe whilst in Western Europe social support means financial allowances.

The term "social services" is often used and includes the state assistance provided to a person (Žalimienė, 2003). *Social services* are described as provision of help to people in various non-monetary forms and custodial money in order to return the ability of a person to take care for himself and to integrate into the society. *The main goal of social services* is meeting the vital needs of a person and to create life conditions that do not diminish dignity of an individual when the individual is unable to do that by himself. The ultimate goal of social services is to restore ability of a person to take care for himself and to integrate to the society.

The following description of social services is provided in the *Catalogue of social services* of 2006: social services are the services whereby assistance is provided to a person (family) who due to age, disability, social problems does not have partially or fully or lost ability or opportunities to independently take care for a personal (family) life and to participate in the social life.

Social services are divided into general social services and special social services.

General social services are separate services provided without a permanent supervision of professionals (conveyance of information, consulting, organising of feeding and transport, mediation). The goal of general services is developing or compensating the ability of an elderly individual (family) to take independent care for a personal life and to participate as actively as possible in the public life. General social services are provided in the institutions of social services and at the person's home. Frequency of provision of services shall be discussed with each person who desires them in accordance with his needs.

Special social services are a totality of services provided to a person (family) in cases where general social services are insufficient for development or compensation of his/her abilities to take care independently for a personal life and to take part in the public life. A purpose of special social services is to restore abilities of an elderly person to take care for himself and to integrate into the society or to meet vital needs of a person by providing a complex help. Special social services are divided into:

- *Social car*e – the services whereby a complex assistance is provided to a person (family) in the institutions of social services or at the person's home and such assistance does not require a continuous care. Frequency of services provision shall be discussed with a person who requests a need for a service.
- *Social custody* – a totality of services whereby a complex assistance that does not require a constant supervision of professionals is provided to a person (family). A social custody is provided in the institutions of social custody or if possible at the person's home. Duration of provision of a social custody depends on individuals, their demand for services and on a type of the institution (Linkevičienė, 2009)

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TYPES OF SOCIAL SERVICES

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GENERAL SOCIAL SERVICES	SPECIAL SOCIAL SERVICES
- Conveyance of information - Counselling - Mediation and representation - Sociocultural services - Organization of feeding/meals - Provision of transport - Provision of necessary items - Other services	- Social care (providing help at one's home, training of social skills, support, temporary accommodation, other services) - Social custody (permanent complex support)

Figure 1. Types of social services

L. Žalimienė identifies the following main functions of social services (Žalimien, 2003):

- *Preventive* – in order to prevent occurrence of a problem;
- *Custodial* – involving a social support, integration;
- *Control* whereby it is intended to protect the society against stressful, complex situations (e.g. violence in regard of elderly people, etc.).

The most important aim of social services is enabling a person (family) to develop or enhance capabilities and opportunities of independent addressing of own social problems and maintenance of social relations with the society and to help him overcome a social exclusion.

Old age is one of the factors of social risk that determines the need for a social protection. A risk first of all manifests in the areas of income and a need for personal custody. Allowing a person to live independently as long as possible and to get as good as possible services of custody form the main aim of the Social Policy for elderly people (Žalimienė, 2003).

In terms of a social work and social gerontology, organising and provision of social services in order to respond to the needs of older persons and to create conditions for active and healthy aging form one of the most important issues that are being addressed. In the context of aging of the society, in terms of social integration, the following two main goals are formed for providers of social services:

1. Organise and provide such social services to elderly individuals that could allow maintaining personal independency, social and physical activity;
2. Respond to the needs for social custody and care.

The state institutions and non-governmental organizations (NGO) provide a formal social assistance to old and elderly people in Lithuania. Thus, a medium for a close inter-institutional cooperation occurs in the country to ensure a complex and continuous assistance.

1.2 Manifestation of professional competence of a social worker

1.2.1 The general characteristics of skills of a social worker

Based on *The Code of Social Work Ethics of the International Federation of Social Workers* (2004), a social worker must develop and maintain social skills and competence that are necessary for a proper performance of a social work.

The basics of professional competence of a social worker are knowledge, values and skills that must be integrated and used in the daily work. Occupational competence manifests in the form of capability to analyse, synthesize, diagnose, adequately assess the situation, to think strategically while planning solution to a problem, to learn from own experience, to use supervision, reflect (Liobikienė, 2006).

The following capabilities of a person who has completed a study program of a social work are listed in the *Order of the Minister of Education and Science of the Republic of Lithuania regarding approval of the description of the trend of the studies of a social work* (2015):
- ➢ Skills in performing analyses
- ➢ Social skills
- ➢ Personal skills
- ➢ Special skills

Skills to perform analysis, accomplish researches include the following aspects:
- Ability to initiate, organise, perform independently scientific analyses, to interpret results from multidisciplinary perspective taking into account a national and international perspective;
- Ability to apply results of analysis while modelling a solution of social problems, improving an occupational activity, implementing innovative social services, influencing refinement of the Social Policy;
- Ability to develop innovations in own practical activity, to act in ambiguous and complex situations.

The most important *social skills are*:
- Ability to communicate and cooperate effectively with clients, colleagues, politicians, media, scientists, to work in the interdisciplinary team, to organise team work and create an atmosphere of a team work by assuming a social responsibility, to demonstrate the leadership capabilities both in the national and international context;
- Ability to express thoughts smoothly and suggestively both orally and in writing in Lithuanian and foreign languages, to participate in discussions when represents own activity, organization and profession in the public environment;
- Ability to discuss on the most relevant issues of a social work practice and theory and in the interdisciplinary environment both at the national and international level using a scientific and practical experience for argumentation.

The following capabilities are attributed to *personal skills of a social worker*:
- Ability to assess own occupational practice as well as practice of colleagues, public social processes, to reflect systematically own occupational development, to assume responsibility for own occupational development as well as development of other people;
- Ability to adopt decisions independently in complicated and ambiguous situations;
- Ability to assess critically and select the national and international information sources that are the most suitable for use, to ensure confidentiality of information;
- Ability to create an image of profession of a social work, to take care for the status and importance of the profession in the society;

- Ability to take care for cognition of own personality and self-improvement, occupational excellence while forming a personal style of activity.

The following special skills are specified:
- Ability to systematically assess the client's needs, strengths, to organise, coordinate and assess a process of a social assistance and its results, to apply specialised methods and a therapy of a social work, the strategies of a social assistance, to implement novelties, to follow an interdisciplinary approach, international experience, results of scientific studies;
- Ability to independently organise preparation of plans and projects of social services activity, to manage their implementation, to evaluate a quality and efficiency of a social assistance, to initiate novelties by attracting both national and international human and financial resources;
- Ability to coordinate activities, to cooperate in the national and international level, to create the models of inter-agency, inter-institutional cooperation while organising a social assistance, substantiating its efficiency and importance for a person, family, society and social welfare;
- Skills in explaining in the public context interfaces of the models of the Social Policy and Public Policy while dealing with social problems, to assess critically an influence of the Social Policy on consolidation of human rights, reduction of social exclusion and a harmonious development of the society, to initiate changes of the Social Policy;
- Ability to ensure implementation of the principles of social justice and social responsibility in the organization, community.

Knowledge also forms a very important basis for a social worker. It helps to perform own duties in a competent way. R. L. Barker states in the *Social Work Dictionary* (1995, quoted by Bergmans, 2005) that a totality of information accumulated, use of scientific data, values and skills and assessment methodologies form a basis of knowledge of a social work. Studies performed by a social worker, development of theories, systematic monitoring of important phenomenon and both direct and indirect experiences of other social workers form a basis of knowledge. Information received from clients and other professionals and general public knowledge also serve as material for the said basis.

According to L. Jovaiša (1993, quoted by Bergmans, 2005) there are the following forms of knowing:
- *Epistemic* (processes, phenomena and their interpretation);
- *Methodical* (performance, practices and tools);
- *Assessment, generalization* (knowledge of aims, approach of them and a relation with them).

M. Baker (1997, quoted by Bergmans, 2005) in turn further summarizes knowledge and identifies two types of knowledge – a defined knowledge and non-formalized knowledge. A defined knowledge is described as formal, systematic and objective knowledge that is usually expressed in words or figures. Non-formalized knowledge is intangible, not expressed formally; it forms attitudes, assessments, practical experience, intuition or beliefs. Knowledge of this type exists in the employee's mind and manifests through his decisions and actions. M. Bieliūnas (2005, quoted by Bergmans, 2005) proposes a similar description of knowledge. He divides it into explicit and tacit. The latter author states that knowledge is an integrating totality of physically intangible resources in which most of the components are namely tacit: capabilities, competences, experience, and organizational culture, informal networks of organizational relations and intellectual capital of organization.

However, no matter what is a classification of knowledge or knowing, a certain group of knowledge, i.e. occupational knowledge, develops from a targeted knowledge relating

to a content of the employee's occupational activity, personally valued orientations and opportunities. According to S. Daukilas (2001, quoted by Bergmans, 2005), professional knowledge is a result of cognition of a type of a particular activity that provides people with information about processes, phenomena, facts, laws, mutual relations taking part therein, and the said result leads to a way of thinking and acting that is typical for a professional and makes it possible to continuously evaluate and modify a changing working and living environment. This wording of professional knowledge emphasizes a structure of professional knowledge, in which a theoretical knowledge, both declarative (concepts, laws, principles, facts, etc.) and procedural (methods, models, ways of operating, ways of scientific thinking, etc.) forms a basis for a successful occupational activity.

Knowledge of a social work is exactly what is known about people and their social systems. It corresponds to the situation in which it have been developed; it describes people in the situations and explains functioning of individuals and their social systems; it is used to understand people in certain situations and larger social systems and to target actions of social workers purposefully in order they would enrich a social functioning of individuals. This knowledge is about human development, human differences and the theory of social systems; it forms a response to the need, involves assessment, relations, a process of a social work and intervention (Johnson, 2003, p. 24).

B. R. Compton and B. Galaway (1999, quoted by Bergmans, 2005) suppose that a social worker who acts as an intermediary between a person and his/her environment and helps client to deal with various difficulties and problems requires knowledge of a threefold nature:

- Knowledge about behaviour of the individual, ways of adaptation and everything what is associated with adaptation;
- Knowledge about the situation – a community, its institutions and various types of resources;
- The concept that could help us to understand transactions between people and the environment that, on one hand, stimulates or inhibits growing, development and realisation of a human potential, and, on the other hand, stimulates or inhibits ability of the environment to support a variety of a human potential.

A. Morales and B. W. Sheafor (1998, quoted by Bergmans, 2005), while writing about knowledge required by a contemporary worker, state that a social worker requires a general knowledge of a social work, knowledge of an environment of a specific practice (verifications), knowledge about an agency, knowledge about a client and knowledge about a specific contact (the primary interview).

Investigators of a social work borrow a lot of knowledge from other social sciences. A competent professional activity depends on the strategies of Law, the Social Policy, Philosophy, Sociology, Social Administration, Organizational Strategies and Procedures, a variety of theoretical knowledge (Ivanauskienė, Varžinskienė, 2004).

A multi-dimensional character of a social work is also reflected in *The occupational regulations of social workers* (Socialinių darbuotojų pareiginiai nuostatai, 2002, quoted by Bergmans, 2005). It is stated therein that a social worker must have knowledge about:

- Social Security Legislation;
- Work Sociology, Methods of Sociological Research;
- The Basics of Labour and Social Psychology;
- The Basics of Economics, the Methods of Work Organising;
- The Methods of Social Development of Institutions and Solutions;
- National and Foreign Social Work Experience;
- The Basics of Psychology of Communication.

According to L. C. Johnson (2003), in order to have adequate knowledge a social worker needs:

➢ Broad basics of science about a human, i.e. knowledge of social sciences (Sociology, Psychology, Anthropology, History, Political Sciences and economics) that helps to understand the essence of a human society. Knowledge of natural sciences helps understand physical aspects of a human. Humanities help develop creativity and a critical thought.
➢ To understand people, their interaction and that social situation in which they function. This knowledge is of emotional, cognitive, behavioural and developmental character.
➢ To be familiar with the theory of practice that is associated with an essence of assistance, a process of assistance, with many strategies of intervention that are suitable for various situations and systems. This knowledge is about professional and public institutions providing services to individuals and the methods application of which allows development of services.
➢ The specialized knowledge required to work with specific client groups and in exceptional situations.
➢ Ability to think using imagination and creativity, and knowledge obtained from various sources.

O'Hagan (1997), giving emphasis on importance of multifaceted knowledge of a social work, also emphasizes a necessity to keep verifying these kinds of knowledge. The author present a study by Rosen (1994) showing that social workers usually use not theoretical knowledge in their work, but the agency's policy and the procedures used for intervention in non-creative way, common value provisions or belief-based regulatory decisions. These value-based decisions are much easier and much more prevalent than a slow and laborious quest for approval of scientific knowledge. For this reason, an importance of knowledge for a practice of a social work is often overlooked. A qualified social worker must acquire sufficient knowledge, must be capable to select and adapt it in his occupational activity. He must be capable to comprehend, analyse and critically evaluate not only basic knowledge, but also his personal practice. A social worker must think strategically, to weigh advantages and disadvantages of proposals and to envisage potential consequences of decisions and actions (O'Hagan, 1997).

According to B. R. Compton and B. Galaway (1999, quoted by Bergmans, 2005), knowledge may be used in two different ways. Some people consider management as a basis that enables use of power for people who do not have that knowledge: it is called a power of expert. Knowledge can give an opportunity to persons and organizations to make decisions by themselves. This happens when experts give information to customers. They avoid using professionalism for mobilizing a power in communication between a client and a social worker that plays the main role in the social work. They make knowledge available to a customer to help him to make decisions and to plan by himself.

Competence is a functional ability to perform a certain activity in an adequate manner (Vaitkevičiūtė,1999, quoted by Bergmans, 2005); it represents the employee's ability to apply knowledge available in the specific situation while effectively dealing with problems faced. Hence, competence is a specific ability to perform a specific professional function. The system of appropriate function of activity that is typical of a social work profession characterises a content of professional role. The functions of activity point out what a social worker should be able to do. Availability of competence shows that a social worker has powers to perform specific functions of professional activity (Laužackas, Pukelis, 2000, quoted by Bergmans, 2005).

R. L. Barker (1995, quoted by Bergmans, 2005) identifies competence in the Dictionary of Social work as an ability to perform a work or other obligation. Competence in social work includes all related educational and empirical requirements: abilities demonstrated

during the evaluation or certification examination as well as ability to perform work tasks and, being adhere to the code of values and professional ethics, to achieve the goals of a social work.

O'Hagan (1997) identifies six common tasks of a social work which, according to her, can be called as areas of competence:

➢ communication and commitment;
➢ stimulation and empowerment;
➢ evaluation and planning;
➢ intervention and offer of services;
➢ work in the organization;
➢ development of professional competence.

The author states that while performing a social work the competences occur and can be substantiated only upon application of knowledge, values and skills. In his/her work a social worker, trying to communicate and commit against a particular client facing as specific problem, must rely on a theoretical literature and studies, to look for new additional knowledge about a customer and a problem (knowledge); he must be circumspect and sensitive in event of ethical problems faced (values); moreover, he must demonstrate an insight and soundness while acting (skills).

Only a value-based practical activity, that is performed properly and is based on knowledge, critical analysis and reflection, is considered to be competence (O'Hagan, 1997).

There are dozens of concepts of a term "value". The following concept is usually given in definitions: a value is a feature of items that corresponds to somebody's goals, intentions, plans, etc. However, a value is not a feature, but a ratio between a thought and the reality (Tidikis, 2003).

The representative of Humanistic Psychology A. Maslow (quoted by Tidikis, 2003) distinguishes "values of being" out of many other values. He attributes truth, goodness, beauty, perfection, simplicity, versatility to the said values. These values are essential for a human in order he could actualize and realize himself, survive vitality.

Values are inseparable elements of activity of an integral human activity and motivation. Each activity is associated with posing of a goal, also with traditions, norms and rules that became effective on the basis of following, hierarchy and systematization of phenomena analysed, their comparison with the existing standards, distinction of important and fundamental aspect from less essential, the secondary one, etc. An essence of values and their role is fully understood only in a specific practice-oriented activity that is interiorly associated with other types and values of human activity (Tidikis, 2003).

Thus, we can suppose that that a professional activity of a social worker is a value itself. A. Morales and B. W. Sheafor (1998, quoted by Bergmans, 2005) describe values of professional social worker as follows:

➢ Social workers believe in the inherent human value and dignity.
➢ Every human being has innate abilities and seeks changes thanks to which their life would become more comprehensive.
➢ Everyone is responsible for themselves and others, including the society.
➢ People need to belong to something.
➢ Some human needs are typical to everyone; however, every person is unique and differs from others.

A. Morales and B. W. Sheafor (1998, quoted by Bergmans, 2005) have also pointed out desirable outcomes in relation to human:

• The society must ensure conditions that are necessary for human growth and development and allowing everyone fulfil their powers.

- The society must provide resources and services in order to help people meet their needs and avoid such problems as hunger, inadequate educational background, discrimination, diseases, inadequate living conditions.
- People must have equal opportunities to take part in development of the society. However, in practice social workers often face the situations when they have to choose between client and society. In such case, the most important task of a social worker is as follows: to rely on the principle of humanity and to consider stimulation of the client's self-esteem as the most important task.

R. L. Barker (1995, quoted by Bergmans, 2005) complements and extends the description of a social work. According to the author, values of a social work are customs, standards of conduct and principles considered desirable by a particular culture, a group of people or an individual. B. R. Compton and B. Galaway (1999, quoted by Bergmans, 2005) call values as beliefs about a human nature that have not been proven and, probably, cannot be proven by a profession. These beliefs indicate trends of everyday work of a social worker. However, according to aforementioned authors, the profession's values are not universal.

The profession of a social worker covers a fairly broad range of a cultural context; its representatives identify and elevate value attitudes that already exist in the society. Since many value attitudes exist in our society and some of them intersect and contradict each other, for this reason the attitudes that could help in professional activity are chosen for a social work. Thus, a cultural heritage, family, religious beliefs, personal and educational experience determine the moral code and the system of values of a social worker. The moral code of some workers is constant and unchanging, whatever the situation is. The principles that are important in making moral and value decisions determine the moral code of some social workers, but also a specific flexibility is allowed; other social workers make decisions taking into account a situation (Johnson, 2003).

Conflicts of values may arise between a social worker and clients. When particular differences between a worker and a client exist, then self-perception and recognition of the social work values are the most important factors.

L. C. Johnson (2003) argues in general that efforts of a social work are based on a value and dignity of people, freedom of self-determination, the right to confidentiality and social responsibility.

The latter values are expressed in the form of the following principles of actions:

- People should have freedom of choice;
- A person is the most important matter; the needs of a person and worries do not have necessarily coincide with the needs of the community;
- Social workers do not have to make biased decisions that are associated with concerns, needs and problems of individual people;
- Social worker must help, not control;
- Feelings and personal relations play a very important role;
- People feel responsible for others, their needs and concerns.

These values and principles of actions, based on the *Declaration of Ethical Norms and Principles of a Social Work of the International federation of social workers* (1994, quoted by Bergmans, 2005), are also established *in the Code of Ethics of Lithuanian Social Workers* (Lietuvos socialinių darbuotojų etikos kodeksas, 1998). This code contains not only description of values, but also preferred ways of treatment of people and things to be done in the professional practice.

According to Tidikis (2003), a content and principles of a social work are enriched with moral values, ensure effectiveness of communications relations, pose requirements and obligations for social workers of successful effect, implement and consolidate a culture of

communication, form moral orientations of clients, moral evaluation criteria and provisions of social phenomena.

According to R. Tidikis (2003), there are the following ethical principles that divert a social worker not to formal and official, but to moral relations with a client who is under his auspices, that ensure a honest partnership, create conditions for a mutual moral self-perfection:

- ➢ the principle of humanity;
- ➢ the principle of love and compassion;
- ➢ the principle of altruism;
- ➢ the principle of equality;
- ➢ the moral principle of tolerance as a communicative culture;
- ➢ the principle of respect as a communicative culture;
- ➢ characteristic of humanity that is associated not with a physical, but a social, spiritual description of an individual, not with imperfections or weaknesses, but with spiritual wealth and moral purity.

The subject of a social work not only expresses itself, its spiritual world and his moral attitudes through human relations, but also forms its own humane feelings and feelings of a client. A humane social worker develops a humanity of other person. Thus, he performs not only advisory, psychotherapeutic and social assistance functions, but educational function as well Based on the principle of humanity, a social worker has a task to do, i.e. to help a personality affected by him develop self-awareness through self-knowledge and self-esteem, dignity through emotions and feelings and a positive self-valuation through evaluations of other people. Inducing an ideal "ego" through the perception of own "ego".

Caring for a particular person, responsibility for him, compassion in his regard and a specific activity for a benefit of that person requires to associate love with compassion. Interfacing with compassion love turns into an effective principle of organising of acting and interpersonal relations. Compassion is one of the forms of manifestation of love in regard of a human, an attitude towards other person that is based on recognition of his legitimate needs and interests, understanding of other person's thoughts and feelings, moral support of his aspirations and preparation to help implementing them. Love makes human life more harmonious, makes his life meaningful, and compassion stimulates his conscience, stimulates posing of new challenges, demand more and more from him.

Altruism not only encourages considering other person, respecting his interest, taking care of him, but also serves as the system of specific human values that corresponds not only to interests of other person, but also interests of a social community. It gives meaning to a human existence, shows the human dignity in respect of other person as well as consolidates trust in a human and his potential. Ability to understand other person, to have insight into his complicated situation, to feel compassion for him, to deal with his problems presupposes unselfish attitude towards the other person, stimulates to assume responsibility for his fate.

The principle of anticipates that social worker, while evaluating acts of other people, must rely on the same requirements that he poses for himself. The principle of equality helps consolidate legal and political human rights, i.e. equality against a law, the norms of human honour and dignity. Each breach of the principle of equality that is regulated in terms of social, political, economic, legal aspects later is falsely reflected in interpersonal relations and human behaviour. While working a social work equality manifests as the moral principle – a controller of moral relations, the main condition of humanity.

Tolerance stimulates a better understanding of other people, toleration of their individuality and also is not only intolerant in regard of harm, but also stimulates to struggle against harm, to overcome the circumstances that induce it. The activity of a social worker should be diverted this direction. His function is to create favourable conditions, an opportunity to express opinions, attitudes, and beliefs, to search independently for a truth, for the

individuality of a client, to reveal his spiritual richness. After realising the principle of tolerance a personality turns it into a part of own moral culture and based on it can successfully deal with conflict situations, to express himself in a better way and to create favourable conditions for self-expression of other person.

The principle of respect is directed not only to other person, but also to oneself. Therefore, it obliges a social worker to be responsible first of all for his dignity, to behave honourably always and everywhere. Honour manifests in ability to listen, a capability to control oneself, patients, discipline, organising, and attentiveness. While completing work and when a mutual honour exists, then an effect on a customer and influence on his value-bases orientation become especially effective (Tidikis, 2003).

A social worker, while executing his activity, must pay attention not only to public or client's values, but also to personal values. It will be difficult to perform work for him if he will not follow his own personal principles. Such failure to follow the principles can be associated with a poor emotional and psychological condition of a social worker, and this can result in worse performance of direct duties. Without denying personal values a professional should also consider differences of values and be tolerant to people with different values (Ivanauskienė, Varžinskienė, 2003). However, it is also important in such cases that work methods chosen would coincide with the system of worker's values. Thus, a conception of the goal and value of social worker's activity will have a huge influence on the way he will perform a social work.

According L. Jovaiša (1993, quoted by Bergmans, 2005), a skill is an automated action of thinking and material, practical activity, or simply an ability that has been perfected to an automated level. To gain skills a person needs to practice in his field of activity.

As stated by R. L. Barker (1995, quoted by Bergmans, 2005) in *the Dictionary of a Social work*, skills are an ability to properly use knowledge, talent, personal properties or resources. Skills of a social worker covers a capability to communicate, to evaluate problems and abilities of the customer by combining existing resources with needs, discovering new resources and changing social structures.

There were attempts to describe what main skills are obligatory for all social workers. Baer and Federico (quoted by Johnson, 2003) divide the obligatory skills of a social work into four separate areas:

➢ Accumulation and assessment of information
➢ Increase and adaptation of professionalism
➢ Practical activity with individuals, groups or community
➢ Evaluation.

According to Johnson (2003), a highly qualified social worker must particularly improve skills of assistance provision that promote functionality of people. These skills are used working with people facing problems of a social functionality and unable to perform usual, responsible actions in interaction between people. Skills can be also applied working with people whose cultural context of communication skills differs from the context of a worker. This poses even bigger responsibility for a worker. These skills include:

➢ *Skills of comprehension* (to understand other person and his situation, to help people understand themselves in that situation). These skills are skills of listening, a capability to help a customer express himself, to reflect on what has been told, to summarize the information available, to oppose a customer with the reality, to interpret facts and to inform people.
➢ *Skills to create a climate that promotes a beneficial interaction*. It is a capability to support, intervention of crisis, a capability to create a comfortable and emotional climate.

> *Skills of acting when dealing with problems*. Skills of dealing with a problem and decision-making, a capability to plan, teach.
> *Skills of communication* with others. Listening, rehash, explanation, check of comprehension; ability to start an activity, to encourage, to be inventive, to concentrate, to ask, to respond to feelings and experience of other people, to summarize ideas and thoughts, to interpret and inform.

Beside the aforementioned skills, a social worker, wishing to properly perform his work, needs also develop the following skills: *self-awareness, empathy, relations, especially an attitude towards relation with persons of other race, culture, gender, age, sexual orientation and disabled people* (Johnson, 2003). However, this does not mean that all these and aforementioned skills must be used. This is only to show how broad a spectrum of skills required for a social worker can be. L. C. Johnson (2003) points out that in the paper Political statements of the training programme prepared by the Council of Social Work Training contains official requirements of the skills level, in which even more summarized skills of two types are provided (although they cannot be fully divided): cognitive skills and interactions or skills of communication. Cognitive skills are used thinking about persons and their situation, determining what knowledge will be required when planning intervention and performing evaluation. Skills of communication are invoked working with individuals, groups, families, organizations and communities; communicating and endeavouring to understand; performing a general planning; implementing plans. A social worker must have good knowledge of skills of both types.

Social work impacts the society and society impacts social work. The main aim of social work is helping people to live their individual lives and to maintain contacts with other people. Social workers focus on various aspects of social support and provide assistance to individuals who are not able to cope with their current situation (Gualtherie van Weezel, Alkimavičius, Aukščiūnienė and others, 2010).

Thus, a professional activity of a social worker is multifaceted and complex. Therefore, a social worker must have appropriate functional competences. While performing a social work these competences occur and can be substantiated only after having adapted knowledge, values and skills. Thus, competence in a social work includes both educational and empirical requirements: the skills of a social work can be achieved only having all required knowledge, being able to perform work tasks and being adhered to the Code of values and professional ethics. The basis of knowledge of a social work must be formed of a totality of information accumulated, use of scientific data, values and skills and evaluation methodologies. Skills of a social work must encompass a capability to communicate, evaluate problems and capabilities of a customer by combining the existing resources with needs, discovering new resources and changing social structures.

1.2.2 The specificity of the functions of a social worker providing support to old and elderly people in the situation of disability

Gerontology is the science that comprehensively analyses aging of individuals and groups of population (reasons, course, consequences, possibilities of intervention) and related problems of biophysical functioning, health as well as social, mental and spiritual problems of elderly people (Mikulionienė, 2011, p. 54, quoted by Urnikienė, 2012). Social gerontology is defined as a constituent of Gerontology and appropriate trends of Social Science (Economics, Sociology, Social Policy, Demography, the Theory of Social work, Education Science, Law, etc.) that analyses social aspects of aging process and life of elderly people.

Koskinienė, Naujanienė, Večkienė (2004, quoted by Urnikienė, 2012) define Gerontology as inter-disciplinary trend of health and social sciences that analyses biological, psychological and social processes of aging, their interaction in life course, seeks to understand the reasons of aging and prevention mechanisms and to create conditions that are necessary for a successful aging and old age, and identifies discovery of methods of prevention of premature aging and various diseases and care as a practical goal of gerontology.

A social work is a relatively young, intermittent and still evolving profession; whereas experience in the field of gerontology of a social work is even lower. A professional identity in the field of gerontology of a social work is still developing. There is a distinctive context in each country that is influenced by political, economic and social situation. Very little is spoken about a professional identity of a social work in the field of gerontology in Lithuania. There is a general attitude in the country that old people need care services. The nature of a social work and a field of activity in this area are unclear, and discussions on consumable concepts are still held.

According to Ruškus and Mažeikis (2007), the actualization and implementation of social participations acquires an important meaning in the social being of the disabled. The approach of the attention on the specific individual needs, activities and attitudes is adopted.

A gerontological social work is a special area of a social work in which the theories of aging, old age and their circumstances are associated with a general model of a social work (Nathanson, Tirrito, 1998, quoted by Naujanienė, 2008).

A process of aging and old age form a unique stage of life. A human aging takes place in through interaction of biological, psychological and social processes of aging. These processes take place throughout entire human life and thus a human life is divided into the stages of childhood, adulthood and old age. Aging is a multifaceted process and in the stage of old age people experience complex, i.e. positive and negative changes of his internal and external life. This affects a general social work, the policy of aging and elderly people who receive social services, i.e. the clients of social work institutions. The processes of biological, psychological and social aging are very individual and leading to appropriate changes. A specificity of aging lies in the fact that in old age these processes manifest as very complicated. Changes of daily life competences are associated with weakness and different diseases. It becomes difficult in old age to overcome these complex changes and often elderly people have no other choice but to seek help from social workers. Gerontological social workers confront complicated life situations of elderly people and such situations are partly perceived as outgrowth of life experience of a particular individual. Compound losses that happen in old age and experiences of all life courses have an impact on peculiarities of problems of an elderly person who became a customer of a social worker, and result in a special character of gerontological social work.

When dealing with different and sensitive problems of elderly people it is necessary to have good knowledge of various methods of a social work. The methods of work in groups are applied in various cases. Psychodynamic and behavioural theories, feminist, radical perspectives as well as perspectives of social construction, intervention of crisis, cognitive,

reminiscence theory (telling of memories) and other methods are applied in practice (Nathanson, Tirrito, 1998, Koskinen, 2002, Naujanienė, 2007, quoted by Naujanienė, 2008).

Gerontological social workers work in the system of long-term care of elderly people. A modern long-term care of elderly people involves the services of meeting health, psychosocial and personal needs provided to people who encounter difficulties due to changes happening in old age. Services are organised in different institutions. R. R. Greene (2000, quoted by Naujanienė, 2008) presents the system of services of assistance to elderly people that start with services that are the least restrictive in terms of personal autonomy and end with services, which strongly restrict independency of these people. The services that are the least restrictive in terms of personal autonomy are the services of evaluation, the primary health care, assistance at home, in day centres or outpatient rehabilitation. The services, which strongly restrict independency, are the services of institutional care, which may be organised as villages of elderly people, homes of living in groups, nursing homes and hospitals. Depending on the place of services provision these services can be divided into services at home, in community and institutions. According to R.R. Greene and P.W. Sullivan (2004, quoted by Naujanienė, 2008), adequate access to services required by elderly people ensures effectiveness of the system of services.

While talking about peculiarities of a social work in gerontology Koskinienė (2001, quoted by Urnikienė, 2012) distinguishes between two concepts: aging and old age. Aging is understood as a process of change of biological functions as well as psychological and social processes involving various losses and resources, and old age is a unique stage of life with all functions, resources and crises that are typical for it. These two concepts play an important role when defining a customer of a social work in Gerontology. The majority of elderly people face bereavement in the course of their life and find it increasingly difficult to make up their minds to loss of somebody. New relations will never replace the former relations that lasted for decades.

Another aspect of work with old people is that attention should be paid to all elements of a social work, value attitudes knowledge, and practical skills. Thus, in this case, a social worker becomes a very significant figure.

Decline in physical possibilities, deterioration of physical and mental health, stronger weakness and loss of a social status and social relations are a natural transitional stage of life cycle. Adaptation to changes of age and formation of own psychosocial perspective are important tasks in old age. A social work with elderly people is based on understanding of old age as a unique stage of life with its own tasks and psychosocial crises (A Social Work, 2007).

The specifics of interaction with elderly people lies in the fact that a social work is usually done under conditions of the age-oriented policy that is associated with a well-fare of elderly people. Social workers work with old and elderly individuals at their home, inpatient departments of outpatient clinics, geriatric departments, medical rehabilitation centres, and hospitals. Thus, a commonality of outpatient and inpatient care is of great importance because adaptation of elderly people after treatment is a daily task of a social work in this area.

Gerontological social service and care, the social rehabilitation, Geriatrics and Psycho-geriatrics, prevention of dementia are the main areas of gerontological social work. Activity of a group of specialists of various fields (gerontologists, specialists of geriatrics, care personnel, social support personnel, workers of social support, dementia and functional therapists, physiotherapists) usually contributes to a successful aging (A Social Work, 2007).

Elderly clients pose special requirements for all main elements of a professional social work, ethics, knowledge and skills. The underlying values of a social work, such as respect for human uniqueness, the right to self-determination and integrity are equally valid working with all categories of customers. A social worker must have knowledge about physical, biological, mental and social processes of aging, cultural, public and historical relations of aging and old age, must have sufficient knowledge in the field of geriatrics about diseases, pharmaceuticals and opportunities of treatment of elderly people.

An essence of work with elderly people is the social rehabilitation that serves as restoration of usual duties, functions, activity, and relations with other people (Socialinis darbas, 2007). Overcoming of social exclusion of elderly individual, support of their self-estimation, creation of conditions for actualization of his life experience, recognition of his values and realisation of opportunities of a creative potential are successfully implemented in a social work through application of various technologies, including the most common ones, i.e. art and work therapy.

A work therapy is an active restoration of malfunctions and compensation applying various forms of work to create a useful product. Several versions of a work therapy which differ by their main tasks, measures and methods of implementation are applied in rehabilitation work with elderly people:

➢ *Health strengthening* - a measure that strengthens a general vital tone of elderly individual and creates psychological preconditions of re-adaptation.
➢ *Self-service training / household rehabilitation* – a type of work therapy aimed to overcome helplessness of old individual; it should be introduced as soon as possible.
➢ *Restorative (functional)* – an effect on an injured part of body, organ or system in order to restore the impaired function as result of pathological processes by applying adequately prepared forms of work activity.
➢ *Entertainment (occupational therapy)* in order to reduce outcomes of aggravating factors resulting from a forced stay in the enclosed environment
➢ *Professional* – oriented to restoration of opportunities or preparation for new profession (A Social Work. Introduction to occupational activity, 2007).

Life of old person is accompanied by constant crises of bereavement – gradually he deprives of many family members, friends, next of kin, he remains alone, his social environment becomes significantly narrower. Physical changes associated with age become evident: impaired hearing, vision, heavier movements, difficulty in walking, diseases that can occur as result of bereavement accompanied by feelings of anger, helplessness, loneliness, depression. A social worker should consider these factors, to have good knowledge about peculiarities of work with old and elderly individuals.

Thus, a social work with old and elderly individuals is realised as a specific field of social sciences and practice in which the issues of development of the social policy of welfare of elderly and old people and multidisciplinary work are addressed. A social work induces social changes in the society and enables people and communities to take part in the process of dealing with their social problems by increasing their own responsibility and without prejudice to dignity of people.

1.3 The role of non-governmental organizations in the market of the provision of social services

One of the most important roles of open society – abundance of non-governmental organizations which actively disseminate their ideas, try to improve local life conditions or help those who are most in need for help.

According to the *Law on Development of Non-governmental organizations of the Republic of Lithuania* (Lietuvos Respublikos nevyriausybinių organizacijų plėtros įstatymas, 2013), a non-governmental organization is the legal entity operating for a benefit of the society or its groups on voluntary basis that is independent from the state or municipal authorities, the aim of which is not oriented to pursuit of political power or exclusively implementation of religious goals.

Associations, charity and support funds and most of public institutions characterised by the features listed below are considered non-governmental organizations in Lithuania:
- The legal entity;
- Natural independence from government and state authorities;
- The principle of non-profit distribution (the profit earned is not divided between founders, employees or members, but is invested in the main activity provided in the Articles of Association);
- Self-government and voluntary basis (a free entry and secession of members);
- Service of public interest;
- Does not pursue power and a direct participation in election;

(The Non-Governmental Organization Information and Support Centre)

Looking at the origins of non-governmental organizations it should be mentioned that the preamble of the Constitution of the Republic of Lithuania that was unanimously favoured in October 1992 by public referendum urges to create "an open, legal, civil society". The first Resolution of the Government of the Republic of Lithuania "Regarding approval of the main provisions of the Articles of Association of non-profit organizations (enterprises)" whereby the first non-governmental organizations in Lithuania were registered (260 organizations were registered at the time of this resolution) was adopted in the same year.

Non-governmental organizations in various sources of literature are described as non-profit, non-governmental organizations, organizations of the third sector or otherwise. The term non-governmental organization (abbreviation NGO) is becoming more and more prevalent in Lithuania. It becomes common term and is more and more often used instead of the term of public organization (Šimašius R., 1999, quoted by Kliucevičienė, 2006).

A name non-governmental (or independent) organization (NGO) was derived from English term "non-governmental organization, abbreviated as NGO" (Riddell R. C., Robinson M., 1995, quoted by Kliucevičienė, 2006).

The other source contains a proposition that "the third sector" consists of organizations with the main goals of social character rather than economic. The core of the sector consists of charity, religious organizations, organizations of communities, professional associations and other non-profit and civic organizations. "The term "voluntary organization" is usually used as synonym of NGO: voluntariness directed to free, civil initiative, whereas the term "non-governmental organization" specifies a structural – institutional basis of organization" (Administration of Public Sector Institutions, 2002: 210, quoted by Kliucevičienė, 2006).

Not non-pursuit of profit but non-distribution of profit is the main focus of a concept non-profit organization (or, in other words, impossibility of gain of the participants of organization when they act as the members of organization).

Thus, the term "non-governmental organization", which is probably the most popular in Lithuania, is one of several terms available.

Formation of communities, organizations, associations by citizens is usually described as one of indicators of development of civil societies (Patrick, 1999; Putnam, 2001, quoted by Rutkauskienė, Zaleskienė, 2003). The process of participation of citizens in the activity of non-governmental organizations is considered as one of the most important manifestations of maturity of civic consciousness, i.e. citizens cease to be subordinates only when they are able to act in the space that separates them from the government (Tocqueville, 1969, quoted by Rutkauskienė, Zaleskienė, 2003).

Often public institutions are unable to meet all interests and needs of citizens. Therefore, public organizations established turn into entities that express interests of individual public groups and implementers of these interests. The studies carried out in the European Union show that the activity of non-governmental organizations becomes an effective instrument for achieving social and economic changes and generates 4% to 5% of GNP (i.e. more than agricultural sector of these countries). Every eight job position is in non-governmental sector. Therefore, it is stated that in conditions of structural unemployment non-governmental organizations become a significant employer alongside manufacture, marketing, services, administration (Weijcman, 2001, quoted by Rutkauskienė, Zaleskienė, 2003).

In literature sources non-governmental organizations are identified as public, voluntary, non-commercial, charitable organizations characterised by institutionalization, privacy, self-management, voluntariness (Salmon, Anheier, 1998, quoted by Rutkauskienė, Zaleskienė, 2003). Basically speaking, such organizations are characterized by innovations, they provide services, actively disseminate their ideas, improve local living conditions, provide assistance to people who require special care (Lissner, 1998, quoted by Rutkauskienė, Zaleskienė, 2003).

In accordance with the International Classification of Nonprofit Organizations (ICNPO) (Rutkauskienė, Zaleskienė, 2003) non-profit organizations by trends of activity are divided into 12 groups: culture and recreation, education and research, health, social services, environment protection, development and housing, law, representation of interests and politics, development of philanthropy and voluntary activity, international activity, religion, business and professional organizations. Different trends of activity dominate in various states (Salmon, 1998, quoted by Rutkauskienė, Zaleskienė, 2003), for example, education dominates in Japan and Great Britain, health protection dominates in the USA and Germany, social services dominate in France and Italy, cultural services dominate in Hungary, etc.

In accordance with aforementioned Classification of NGO an activity in the social area is divided into several types:

- *Social services:*
  ➢ Social care of children, children's services, day centres;
  ➢ Young people's services and social care of young people;
  ➢ Family services;
  ➢ Services for disabled people;
  ➢ Services for elderly people;
  ➢ Mutual assistance and social services provided to other persons;
  ➢ Miscellaneous social services not mentioned elsewhere.

- *Work during crises and work with refugees:*
  ➢ Prevention of disasters/crises, aid and control;
  ➢ Provision of temporary shelter;
  ➢ Miscellaneous assistance to other organizations and individuals hit by crisis.

- *Benefits*:
  ➢ Benefits and material help;

➢ Concentration of organizations of miscellaneous benefits and material help.

A variety of documents regulate organising and provision of social services in Lithuania: laws, subordinate legislation, norms or standards, provisions or procedures of activity, rules or principles. Hereby the main principles of provision of social services are regulated. Whereas municipalities have the right to organise or provide social services independently being adhere to the principles and requirements provided by the state. It is supposed that while organising social services it is appropriate to apply the principle of decentralisation (A social notification, 2004) since the community is better aware about social problems of its members. Thus, the main responsibility while organising and applying social services lies on municipalities. In such case the system of social services is focused to a passive assistance from a side of the state/municipalities that does not encourage a person to seek the ways of self-assistance. In this respect non-governmental organizations are proper partners because they, same as the state/municipalities pursue the same objectives, i.e. to meet the needs of citizens and to help them deal with social problems.

According to L. Dromantienė (2003: 20), trends of activity of NGO that provide social services are in line with the priorities of the state's social policy:
- Disabled people assistance;
- Family services;
- Children's rights protection;
- Supporting youth initiatives;
- Drug and prevention programmes;
- Dealing with problems of crises.

The author distinguishes the main trends of activity of the said organisations:
- Projects of social integration of disabled people;
- Occupation in day centres;
- Nursing of disabled individuals;
- Employment;
- Support for families: advice in case of crisis, helping children and young people in case of crisis;
- Social adaptation and integration of former prisoners;
- Social support for individuals without the permanent place of residence;
- Support for newly established community centres.

While talking about particularity of regulation of social services L. Žalimienė (2003) distinguishes two different attitudes towards achieving and ensuring efficiency of services and good quality in a better way:

1. *The rule attitude* that is based on opinion that a quality can be ensured and achieved only after development of detailed, comprehensive system of rules, norms, standards;
2. *The service attitude* that means client-oriented. This attitude is based opinion that organising of a quality service is based on individual needs of a client.

It is difficult to say which of aforementioned forms of service organising and provision is more preferable than other ones. However, it can be said that non-governmental organizations operating in the social area often guided by the service attitude and achieve excellent results. The service attitude in this case would be useful to measure a quality of services provided and efficiency of activity.

The activity perspectives of non-governmental organizations are mostly influenced by legal, economic and social factors. As stated in *the analysis of administrative and legal*

environment performed by National Development Institute (2005, p. 16 – 22, quoted by Kliucevičienė, 2006), representing of client's interests can serve as one of functions of professional. However, it can be carried out in a more effective way by special organizations outside the system of service purchasers and providers.

Expansion of activity of non-governmental organizations when providing social services is based on several arguments:

➢ NGO has additional opportunities of resources attraction to an area of social services (work of volunteers, project funding);

➢ Participation of NGO leads to development of market competition and therefore use of resources becomes more efficient;

➢ NGO offer bigger opportunities of choice when services of municipal institution are very standardized (it is often ethically unacceptable to differentiate services for individual consumer groups in one institution, and individual NGO can specialize in provision of services to special consumer categories).

Without a very important "engine" of activity and investing, i.e. material and other resources (or having less resources than the state institutions) non-profit organizations have several very important advantages compared to profit subjects, especially compared to public subjects:

• Opportunity to use gratuitous (voluntary) work. As practice shows, people tend to spend their leisure time for working in a non-profit organisations;

• Opportunity to get gratuitous, often tax-free support. Non-profit organizations with no objective directed to personal material benefit, opposite to companies that pursue a profit, can expect to receive support from those to whom the objectives of non-profit organization seem acceptable. It is important to note that non-profit organizations due to exactly the same reasons cannot attract investment because people wish that money accumulated by them would bring a material return to them.

• There is an additional stimulus for consumers to use services of non-profit organizations. People often feel better if they acquire the same item or an item of poorer quality for the same or even higher price from non-profit organization. They also have an impression that money paid will not go to an entrepreneur but to persons or projects who much more require this money;

• Customers choose non-profit organizations instead of companies, i.e. they choose a kind of clubs for their leisure time or for organising of other activity, because they want to share these activities only with people they want to see (Kliucevičienė, 2006).

According to Radzevičienė, Gerulaitis, Gudinavičius and others (2010), activities of non-governmental organizations contribute to the destigmatisation processes of people with disabilities in general and other people who experience social segregation in the society; essential NGO activities' features are oriented to meeting the psycho-social needs of disabled people.

A.M. Juozaitis, R. Vilimienė (2000, quoted by Kliucevičienė, 2006) state that NGO function in the principle of a team. Therefore, when speaking of development of NGO as of formation of operating team we will confirm a tendency that now-days manifests in organizations of various types, even in highly formalized ones. A team is a group of people with the same vision of common activity for achievement of common goals. People who create a perspective of their activity, providing the ways of its implementation must demonstrate not only a sufficient knowledge of specific issues but also ability to work harmoniously as a team. According to A. Kučikas (Straipsnių rinkinys. Apie savanorišką veiklą 2007), non-governmental organizations made a strong incentive in terms of development of voluntary activity by focusing

on dealing with particular social problems and pursuing to provide services by relying on help from a side of not only professional workers but also from a side of volunteers properly selected for that activity instead of emphasizing a number of members.

2. THE METHODOLOGY AND ORGANISING OF A STUDY OF OPPORTUNITIES OF PROVISION OF SOCIAL SUPPORT OF NON-GOVERNMENTAL ORGANIZATIONS TO OLD AND ELDERLY PEOPLE

2.1 The methodology of the study

A qualitative research is carried out in the thesis in order to find out opportunities of social support to the old and the elderly provided by NGOs in terms of manifestation of professionalization of social workers.

To achieve the objective, the following methods have been applied: *a structured interview* for collection of data. According to Rupšienė (2007), application of an interview as the method of collection of quality data is based on assumption that it makes sense to know attitudes, evaluations and opinions of respondents. An interview is intended to perceive an experience of respondents, to find out their opinions about an issue analysed expressed by them verbally in their own words. During an interview the investigator has a greater power of control, he can draw up a list of questions and discuss them with the respondent.

The *content analysis* was used for analysing empirical data. Tidikis (2003) emphasizes that an individual is analysed in quality studies not as a subject dependant on general social patterns whose purposefulness is determined from outside by social norms and traditions but as a unique personality with its own notion of the social reality, with self-awareness and able to reflect the said reality through it, that gives a particular sense to it expressed through own reasoning and behaviour.

The study of the thesis has been carried out in the following stages:

➢ From November 2015 to June 2016 – the theoretical analysis has been carried out in order to analyse the theoretical discourse of social assistance to old and elderly individuals, the objectives of organising and provision and specificity of functions, to reveal expression of competences of social workers and a role of non-governmental organizations while providing social services.
➢ From September 2016 to November 2016 – the method of structured interview was used to reveal a specificity of social assistance to old and elderly disabled individuals provided by non-governmental organizations, the opportunities and perspectives of services provision and aspects of organising of a social work.
➢ From November 2016 to December 2016 – analysis of the study has been carried out and conclusions have been formed.

2.2 Sample of the study

10 professionals of a social work working in non-governmental organizations that provide support to old and elderly disabled individuals have been interviewed in the principle of *an expert sample* using the method of *a structured interview*. Since the research was intended to investigate a situation in Lithuania and Ukraine, specialists working in both countries have been interviewed.

In order to interview professionals working in various non-governmental organizations the method of interview has been applied, direct and remote interviews have been carried out where it was possible to use them. Six participants of the study have been interviewed verbally, four of them remotely (by phone), two of them have been interviewed during meetings. Responses to six open questions have been recorded in writing. Four other professionals of a social work who took part in the study have been interviewed by e-mails.

Accessibility of the research participants is one of the main advantages of remote interviews. It is also one of the most important reasons why they are becoming increasingly popular (Opdenakker, 2006, James, 2009 et al., quoted by Gaižauskaitė, Valavičienė, 2016). Using a remote interview, the investigator is able to reach the study participants who are geographically distant from him or who due to other reasons cannot meet with the investigator for a direct interview.

The respondents have been explained principles of confidentiality of the study; they were provided with the information about the aim of the research, its course, they were guaranteed anonymity. The investigator communicated with the respondents personally.

During the study, after completion of an interview with the study participants and after having collected information, the material obtained applying the method of *content analysis* has been divided into categories in accordance with notional units and the categories have been divided into sub-categories.

2.3 The study results, the analysis and interpretation of the results

The interview method applied to find out attitudes, evaluations and opinions of respondents, to understand their experience, to find out their opinions concerning the issue analysed expressed verbally by them has been selected. The investigator has a greater power of control, can draw up the list of questions and discuss these questions with the respondent during the interview (Rupšienė, 2007).

Six open questions have been given to 10 respondents (Annex 1).

In order to find out what assistance is provided by non-governmental organizations to old and elderly disabled individuals, professionals of a social work were asked by the *first question* to name assistance and professional who provide it in the institution they work, to tell more about a nature of assistance, to point out whether assistance is paid.

Category	Sub-category	Number of statements	Illustrative statement
Social support provided by NGO	• Counselling	5	*"Elderly people are consulted on various issues (legal, social) <...>"* I-6. *"During visitation a non-material assistance is mostly provided: communication, conversation <...>. A complex assistance is provided by the team worker <...>* I-1. *"The methods of individual consulting <...>* I-3. *"<...> we consult, <...> listen"* I-5. *<...> we also consult relatives"* I-6
	• Conveyance of information	1	*"<...> assistance on social issues <...>, preparation and execution of documents, legal aid), <...> social-*

	• Mediation and representation	2	*psychological methods"* I-4. „*<...> in mediation, <...> we accompany. <...> communicate, take to a doctor"* I-5. *"mediation when arranging a visit in health care institution, social institutions…"* I-6.
	• Provision of necessary items	1	*"<...> walkers., provision of a wheelchair"* I-4.
	• Cleaning the apartment	3	*It is an assistance at home – apartment cleaning, <...> dish washing"* I-4. *"<...> help to keep household"* I-8. *"<...> assistance is also required performing minor household chores"* I-1.
	• Buying food	3	*"<...> buy a food <...>"* I-5. *"It is home help- <...> food buying"* I-4. *"<...> or buying of basic food products"* I-1.
	• Food preparation	2	*"It is home help - <...> cooking"* I-4. *"<...> supply hot food"* I-8.
	• Organizing the leisure time activities	5	*"Volunteers organise leisure time, offer various workshops"* I-6. *"Read books, the Holy*

			Bible, pray" I-8. *"<...> assist, communicate, read a book"* I-7. *"<...>we also organise communities, stimulate old people who are more active and still are strong enough and able to take part in various activities, meetings, evenings, to form clubs of seniors"* I-10. *"<...> communicate, pray together"* I-5. *<...> different workers/volunteers work: <...> workers of visit-based care"* I-6. *"<...> engaged in nursing, medical aid for old disabled people. <...> We provide a continuous complex care for old people at their home"* I-10. *"<...> providing a medical care and social assistance for persons who live alone, are lonely, disabled <...>"* I-2. *"Services of home assistance are provided. Services are provided by workers (social workers, nurses, social worker's assistants, nurse's assistants, occupational therapists, psychologist"* I-3. *"<...> the Project "integral assistance at*
	• Home-based care	4	

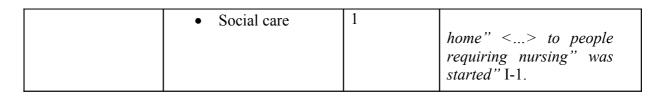|			
	• Social care	1	*home" <…> to people requiring nursing" was started"* I-1.

Figure 2. Social assistance provided by NGO to old and elderly people

During the analysis of the interview responses the main categories and subcategories were concluded. Distribution of sub-categories in figure 2 shows that assistance provided by workers/volunteers of non-governmental organizations is highly versatile and covers a material support, home assistance, a visit-based care as well as a moral and spiritual support, organising of leisure time.

Counselling is one of highly important functions of professional activity of social workers. This function is implemented in all areas of a social work without exception. A social consulting is intended to achieve changes in problematic situation of a person. Therefore, it is also an activity that is based on intervention (Gvaldaitė, Švedaitė, 2005). Half of the participants emphasized counselling as one of the forms of assistance provided in the institution they work for.

According to Žalimienė (2004), custody and care services are becoming more and more relevant and necessary for elderly people, especially those who are older than 75 years, who find it more difficult than usually to perform many daily life functions independently. It is very important to provide these services to old people at their home. With reference to the given results of the study, home-based assistance is one of the main forms of support provided by non-governmental organisations.

All professionals of a social work said that organizations which they work for provide free-of-charge assistance to old and elderly individuals. Only one respondent mentioned that organization along with municipality implements the Project of an integral assistance at home whereby a person to whom that assistance is provided partially pays for it (*"<…> the Project "An integral assistance at home" was also started in this year" <…> A client pays partially for these services"* I-1).

It is defined in the programme of the Republic of Lithuania that enabling every person to manage his/her life independently, to build their future freely and independently and to help solidary those who due to circumstances beyond their control cannot take care for themselves is one of the most important objectives of the social policy (Nacionalinis pranešimas, 2006). Old people are one of the most vulnerable social groups. It is a specific group characterised by distinctive lifestyle and specific needs. According to Vinikienė (2008), home services, including a social day care and a short-term social custody at the person's home, ensure the old person's need to live at his/her home, in the familiar environment as long as possible.

Answers to the first question have also revealed that volunteers significantly contribute to a social assistance to old and individuals people provided by non-governmental institutions. 7 out of 10 respondents state that volunteers alongside with workers provide an assistance to people in need for it (*"Volunteers visit old people…"* I-5, *"Provide both workers <…> and volunteers"* I-3, *"Our institution has workers and volunteers"* I-1, *"Volunteers organise leisure time <…> various worker/volunteers work"* I-6).

After having evaluated responses of the respondents two categories have been distinguished – specialists of different areas and people providing assistance in the principle of volunteering. It is shown in the table below which professionals, according to the interviewed specialists of a social work working in NGOs, provide a social assistance to the old and the elderly and a number of the respondents who mentioned volunteers as significant assistants in the process of the provision of support.

Category	Sub-category	Frequency of statements
Specialists providing social support	• Social worker • Assistant of social worker • Nurse • Occupational therapist • Assistance of a nurse • Psychologist • Specialist of physical therapy	4 2 5 1 4 1 1
Other	• Volunteers of various fields	7

Figure 3. Providers of the support

Responses of respondents show that volunteers strongly contribute to implementation of social support provided by NGO. According to Legkauskas (2012), how, to whom, when and, the most important, why people help others are four questions that form one of essential issues of Social Psychology. Investigators of relations of people are particularly interested in what motivates people to help other people when they are not obliged to do that. The author suggests that assistance is conscious, active efforts to improve a situation of other individual. A significance of various voluntary activities also can be mentioned at this point. According to L. Dromantienė (2003), because of the fact that NGOs are supported by volunteers of various social groups, they are strongly supported by the society and due to a constant shortage of funds are accustomed to work economically, efficiently and innovatively, serves as an advantage that determines effectiveness of activity of NGOs. Voluntary organisations unite people with similar interests not typical to a particular group of the society. According to the study conducted by "Vilmorus" in 2011 (Krikščionys už socialinį teisingumą, 2012), 78% are aware of what voluntary work is, however, only 34% do voluntary work, mostly young professionals.

The second question was asked to find out what specific skills are required to do a social work with old and elderly disabled people and what methods of social work are applied.

Category	Sub-category	Frequency of statements
The methods of a social work applied in working with the old and the elderly	• Individual social work	8
	• Community social work	6

Figure 4. The methods of a social work applied in working with the old and the elderly

8 out of 10 respondents mentioned individual social work with a customer ("*<…> individual consulting*" I-3, *"individual work with a specific case"* I-6, "*<…> the method of individual work with a case*" I-4, "*we individually work with people*" I-10). With reference to the

study results, the importance of the society and a community in social work are distinguished too ("*the institution tries to apply the method of community social work by involving as many as possible volunteers*" I-1, "*<…> the methods of work with the society*" I-3, "*We try to excite the society, to involve more volunteers to activity <…> not only by assisting old, disabled, lonely people but also by strengthening the society ask we ask it for help*" I-6).

The respondents have distinguished the following aspects that play essential role when working with old and elderly individuals: "*<…> maintenance of relations* I-1, "*<…> ability to maintain relations, <…> empathy*" I-5, "*It is very important to be able to sympathize, listen attentively, support, motivate, to hear out what other person says, to show that you care about someone*" I-6, "*<…> ability to sympathize, listen attentively*" I-8, "*The need for communication, the need to be heard, understood is partially met*" I-10.

Johnson (2003) says that a highly qualified social worker must particularly improve the skills of assistance provision stimulating functioning of people. These skills include skills of understanding (to understand (to understand other person and his situation) - skills of listening, capability to help a client express himself, to reflect on what has been said, to summarize information available, to interpret facts and inform people; skills of creating a climate that would induce useful interaction – ability to support, intervention of crises, capability to create a comfortable physical and emotional climate; skills of problem addressing and decision making, capability to plan, teach; skills of communication with other – attentive listening, rehash, explanation, comprehension check; capability to encourage, ask, respond to feelings and experience of other person, to summarize ideas and thoughts, to interpret and inform. Beside aforementioned skills, a social worker who wishes to perform his work properly must also develop the following skills: self-awareness, empathy, relations, especially an attitude towards relation with individuals of other race, culture, gender, age, sexual orientation and disabled individuals (Johnson, 2003).

In order to investigate expression of professionalization the respondents have been requested to point out how workers/volunteers improve their professionalism (*question 3*). The following subcategories have been distinguished: seminars / training / courses, conferences, motivational trips, camps, retreats, meetings / discussions, reflections.

9 respondents mentioned various training, seminars as ways of development of competences, capabilities: "*Training, seminars, conferences are organised*" I-5, "*During training courses, conferences and seminars <…>*" I-3, "*<…> participate in <…> seminars organised about visitation of people at their home, the first aid courses*" I-2, "*We organise training courses for volunteers to help them gain psychological, main medical knowledge about the stage of old age*" I-6, "*seminars of prevention of "burnout"". They are taught the basics of Psychology, communication with old individuals*" I-7, "*Motivational trips, seminars that help form volunteers, give a sense of communion*" I-8. Two respondents mentioned retreats as the way of stimulation of spiritual refreshment, community feeling between volunteers: "*Training courses, camps, retreats are organised <…>* I-5, "*<…> we organise retreats for a spiritual strengthening <…>*" I-11. The opportunities of improvement of occupational capabilities pointed out by the respondents are provided in the figure 5.

Category	Subcategory	Frequency of statements
The ways of improvement of professional skills	• Seminars, training, courses • Conferences • Various motivational trips • Camps • Retreats • Meetings/discussions/reflections	9 2 2 1 2

Figure 5. Development of professional skills

On the basis of the results of the third questions, it is important to emphasize that non-governmental organizations focus on the development of the staff and offers a wide range of possibilities for professional improvement.

In order to analyse specific needs of old and elderly disabled individuals, the respondents were asked with the *fourth question* what needs of this group of people are met through the support provided by non-governmental organizations and how it would be possible to expand the field of the assistance (*question 4, the category of needs*). According to Suslavičius (2006), the need for something is a psychological nervous tension caused by shortage of things that are essential for the individual's existence. During analysis of the responses a problem of loneliness, the need for communication, that were confirmed by the following statements of the respondents, have been distinguished:

- *"Helping to avoid loneliness"* I-3.
- *"Our organisation responds to problems of loneliness of people"* I-5.
- *"With more funds it would be possible to provide material aid strongly required by many lonely people"* I-4.
- *"Old people usually have a huge need for communication. Lonely elderly individuals often find it difficult to make new friends and therefore become incommunicative <…>* I-1.
- *"<…> children live in other city, abroad or simply work a whole day, and a person gets bored <…> simply to communicate, to visit, to talk, because there is nobody with whom he could communicate"* I-8 .
- *"Volunteers also communicate with olde people and meet their social needs, needs of acceptance; elderly people feel less lonely, not abandoned"* I-8.
- *"Elderly people often feel lonely, abandoned, and therefore it is important to spend a little bit of time with them, to communicate withut hurry, to listen attentively, to support"* I-6.
- *"<…> meets the need for communication"* I-2 .

Medical care and nursing have been also distinguished: *"Provide <…> medical care"* I-2, *"Social and medical"* I-4, *"Old people visited by us have various health disorders, are ailing, and therefore we respond to their medical needs when providing a home care"* I-10.

The main needs are distinguished in the Maslow's hierarchy of needs: physiological, security, trust, dependence and law, dignity and self-respect, self-realization. Old people form a social group characterised by a distinctive way of life, specific needs. As seen in the results of the research, the professionals of social work mentioned most of those needs.

Other mentioned needs of old and elderly disabled people, which are responded by the assistance provided by NGO:

- *"Needs of security, dependence, love, self-respect"* I-7;
- *"<…> the need to be heard, understood"* I-10;
- *<…> ensures satisfaction of essential needs in order to enable people live independently at their own home"* I-3.

Social changes are unfavourable for elderly people: loneliness, dependence on others, financial insecurity, the feeling of being unwanted, unnecessary. Aging is affected by such social aspects as educational background, profession, family, income, property (Lemme, 2003). In terms of a social work and social gerontology organising and provision of social services in order to respond to the needs of individuals of older age and to create conditions for active and healthy aging are one of the most important issues to be addressed.

With reference to the study results, these basic sub-categories of the needs of the old and the elderly could be marked out: psychological, medical, physical.

The *fifth question* was prepared to find out strengths of non-governmental organizations and the aspects that differentiate them from state institutions. After accomplishment of the content analysis the following two categories can be distinguished: advantages of NGO and disadvantages of NGO given in the table below (figure 6).

Category	Subcategory	Frequency of statements
Advantages of NGO	➢ Free services ➢ Motivated volunteers ➢ Experience in attracting funding from various structures ➢ Operational flexibility, informality ➢ Community involvement	1 6 3 2 1 2
Disadvantages of NGO	➢ Shortage and limitation of funds ➢ Transience of assistance ➢ Insufficient resources ➢ Uneven distribution of works	2 1 2 1

Figure 6. Advantages and disadvantages of NGO

According to L. Žalimienė (2003), volunteers actively participate in the activity of NGO. For this reason, free or cheaper services can be provided. In some areas of services amateurish volunteers are essential as a guarantee of success of activity. The research results confirm the importance of the volunteers and 6 out of 10 participants mentioned volunteering work as an advantage of NGOs.

Social worker's efforts to provide complex services of social custody and care to old and elderly disabled individuals should be focused on organising and provision of assistance to elderly people in order to help them maintain control of their life in the ordinary home environment, to keep balance between things they cannot do on their own and things they still can do (Socialinis darbas. Veikla ir metodai, 2010). Thus, *the sixth question* is focused on the opportunities and perspectives of provision of social services of NGO to old and elderly disabled individuals. The respondents have been asked to point out potential perspectives and what way a social work should be organised in order properly respond to the needs of this group of people.

The following promising factors that can improve the situation of a social assistance provided by NGO have been pointed out:

➢ A greater financial support and material resources enabling employment of bigger number of professionals representing various areas	➢ Close cooperation between NGOs and public authorities, sharing of experiences
➢ Involvement of the community leaders to an activity and bringing together new volunteers	➢ Search for opportunities necessary to ensure a continuous complex assistance
➢ Flexibility of services	➢ Orientation of services to maintenance of independence of old and elderly individuals

Figure 7. Category – The factors that influence NGO perspective

The following statements of the respondents substantiate the factors specified:

- *"As I said, with financial support from the state it would be possible to employ more professionals, to provide a complex assistance; physical therapist, nurse could work. <...> Funding and support are required"* I-9.
- *"Bigger attention should be paid and more funds should be allocated for elderly care and provision of assistance to elderly people in order not only sustain workers but also to provide a required assistance, maybe even material in some cases, if there is demand for it. In my opinion, non-governmental organizations are capable to provide quality assistance to old people; however, major financial resources are required".* I-10.
- *"Services should be flexible and should enable people to remain independent as long as possible"* I-3.
- *"A social work must be organised properly to consider the client's's needs as much as possible both in terms of time and a number of services, to ensure a complex, continuous assistance, to meet not only essential needs of nursing, a visit-based care but also the needs of communication, establishment of warm relation, trust"* I-1.
- *"In my opinion, having proper funds for sustaining of workers NGOs are able to provide every kind of quality assistance to old and elderly individuals. <...> I think, if NGOs were receiving funding for their workers, then such organizations would be really able to provide a quality social assistance, their workers could improve their skills. Moreover, NGOs attract more volunteers who really help workers, are responsible for informal activities, organise support campaigns, etc."* I-6.
- *"The aim of our organization is to bring together volunteers to provide help to a broader group of people"* I-5.
- *"Given a large number of people in need of assistance, big human and material resources are required. We need to establish a close cooperation between governmental and non-governmental organizations"* I-2.
- *"Perspectives are good because the need for services till grow (especially for free services). When responding to the need of a social communication the following forms of integrated assistance to elderly people from a side of youth groups would perform a good educational function: sharing of life experience, transfer of ethnic culture, testimony of trauma of the Soviet period. Relief of grief in case of loss of next of kin. This would be under responsibility of workers prepared to work in this direction. Discussion of a topic of reconciliation with the death and helplessness by involving the members of religious community. I think that the state organisations and voluntary organizations should cooperate. They should invite young people, seniors, community leaders to contribute to diminution of exclusion among elderly people, to support them during provision of every kind of assistance and creation of a sense of amity, dependence"* I-8.

The pursuit of social efficiency is one of the most important indicators that will help not only sustain but also compete successfully in the market of social services. According to L. Žalimienė (2003), social efficiency first of all is measured in the level of satisfaction of clients needs. Social efficiency in respect of a client means satisfaction of his needs in terms of quality, range, accessibility of services in order to ensure his social rehabilitation and integration spending as less as possible. This is especially relevant when a number of social services and companies operating in the social area grow. Organizations wishing to maintain strong positions in the market of social services are strongly advised to pay attention to aforementioned.

Analysis of responses of the respondents working in Ukraine and Lithuania's non-governmental organizations revealed several similarities and differences between a social support to old and elderly disabled individuals provided by NGOs. They are presented in the figure 8.

Similarities of a social assistance provided by Lithuanian and Ukrainian NGOs	Differences of a social assistance provided by Lithuanian and Ukrainian NGOs
➢ Support provided by NGO is free of charge ➢ A comprehensive assistance in daily housekeeping is provided to respond to individual needs of a particular individual ➢ Workers improve qualification, participate in training courses	➢ Workers of Ukrainian NGOs have medical education background, nursing is emphasized ➢ Activity of Lithuanian NGOs is based on the principles of voluntarism

Figure 8. Similarities and differences of Lithuanian and Ukrainian NGOs

Summarising the results of the study indicates that social support to old and elderly disabled individuals provided by non-governmental organizations respond to the specific needs of this group of age, is oriented to a longer maintaining of independence in old age, successfully involves the community members to the process of support provision, provides flexible free services. Since motivated and creative individuals having knowledge in various areas, significantly contributing to a provision of a social support choose a voluntary work it should be distinguished as one of the most important advantages of NGOs. An importance of development of competence of workers and volunteers is emphasized in non-governmental organizations. They enable specialists and volunteers to participate in various training courses, seminars, and conferences as well as to reflect experiences, form a group through various general activities. It is also highly important to distinguish an importance of permanent financial support necessary for creating opportunities of provision of a continuous complex assistance because a lack of funds for employment of professionals preclude a possibility of non-governmental organizations to expand a field of assistance provided, to ensure regular and long-term services.

CONCLUSIONS

1. The theoretical analysis of a social support to the old and the elderly revealed that in the face of a rapid aging of the society organising and provision of social services in order to respond properly to specific needs of the elderly people and to create conditions for active and healthy aging is perceived as one of the most important issues to be addressed. It is important to organise and provide social services oriented to the maintenance of independence, social and physical activity of a person and responds to the needs of social custody and care. Social work with old and elderly individuals is understood as a specific area of social sciences and practice oriented to addressing of issues of development of the social policy of welfare of old and elderly people and a multidisciplinary work. The state institutions and non-governmental organizations (NGO) provide a formal social support to old and elderly people. Thus, a medium for a close inter-institutional cooperation occurs in the country to ensure a complex and continuous assistance. A variety of documents regulate organising and provision of social services: laws, subordinate legislation, norms or standards, provisions or procedures of activity, rules or principles. The main principles of provision of social services are regulated too; whereas municipalities have the right to organise or provide social services independently being adhere to the principles and requirements provided by the state. The main responsibility while organising and applying social services lies on municipalities. In this respect non-governmental organizations are proper partners because they, same as the state/municipalities pursue the same objectives, i.e. to meet the needs of people who require assistance and to help them deal with social problems.

2. Social work with elderly people (gerontology social work) is based on understanding of the old age as a unique stage of life with its own tasks and psychosocial crises. When dealing with different and sensitive problems of elderly people it is necessary to have good knowledge of various methods of a social work. Elderly clients pose special requirements for all main elements of a professional social work, ethics, knowledge and skills. A social worker must have knowledge about physical, biological, mental and social processes of aging, cultural, public and historical relations of aging and old age, must have sufficient knowledge in the field of geriatrics regarding diseases, pharmaceuticals and opportunities of treatment of elderly people. A quality of social services is highly dependent on occupational readiness and professional competence of workers who are providing those services. Social work induces social changes in the society and enables people and communities to participate in addressing their social problems, increasing their own responsibility and without diminishing dignity of people. This can be done through the work of non-governmental organizations, as such institutions involve not only professionals of various fields, but also volunteers of different areas with a strong inner motivation. This is one of the great advantages of NGOs. Due to a constant shortage of funds are accustomed to work economically, efficiently and innovatively, serves as an advantage that determines effectiveness of activity of NGOs. Professional specialists who constantly improve their skills and trained volunteers are able to provide a versatile assistance to old and elderly individuals that respond to the needs of communication, security, and trust as well as physiological needs of people.

3. Specificity of the support to the old and the elderly in the situation of disability provided by NGOs, opportunities and perspectives of provision of social services have been revealed analysing the results of the research. Currently the support provided by NGOs is free, flexible, and versatile, it responds to specific needs of old people, reduces a social exclusion, and induces maintenance of independence. A voluntary work chosen by individuals with a strong internal motivation is one of advantages of non-governmental organizations. Empathy is stimulated and the society is excited through involvement of

the community to the process of assistance. There is an attempt to seek opportunities to provide a complex support of the best quality. However, the lack of financial support is one of the main factors precluding provision of continuous permanent social support from a side of NGOs, working in the team of professionals of various fields (social worker, nurse, physical therapist, psychologist, etc.). A close cooperation with the state institutions, sharing of experience and information is another important aspect of successful activity.

Summarising the results of the study the following are the points that confirm the hypothesis of the research: variety of specialists providing versatile and social support to the old and the elderly (figure 3), implementation of the development of professional competence (figure 5), exclusiveness of NGOs (advantages presented in figure 6 – free of charge, flexible, informal, individual-oriented assistance.

The theoretical analysis and the results of the study confirm the hypothesis that social support provided by non-governmental organizations employing competent and qualified professionals of a social work properly responds to the need for assistance from a side of old and elderly people. NGOs have a considerable experience in the area of activity of social services; they seek operational efficiency and are equal partners of the state institutions. After having addressed such problems as a lack of material resources NGOs could become the main providers of social services.

RECOMMENDATIONS

- ➢ Recommendations for non-governmental organizations on the national and international level:

  - To look for the possibilities of funding for staff exclusively in order to be able to employ the team of specialists necessary for ensuring a permanent complex care for the old and the elderly in the situation of disability by addressing those issues on the national and international levels.

- ➢ Recommendations for non-governmental organizations on the local level:

  - To cooperate with local authorities addressing financial issues and jointly searching for possible recourses, i.e. associating in various projects.

  - To keep professional motivated volunteers of different areas in a community for a permanent contribution and commitment of volunteering work by ensuring continuous training, developmental opportunities, sharing of experiences, which would contribute to the possibility of permanent assistance.

- ➢ Recommendations for local authorities:
  - To inform, lead and associate with NGOs with regards to new and existing projects, involving them in the submission of applications, sharing the information, cooperating.

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Laura Pasavodskytė
NEVYRIAUSYBINIŲ ORGANIZACIJŲ SOCIALINĖS PAGALBOS GALIMYBĖS SENIEMS IR PAGYVENUSIEMS ASMENIMS KAIP SOCIALINIO DARBO PROFESIONALIZACIJOS RAIŠKA: SITUACIJA IR PERSPEKTYVOS
Magistro darbo santrauka

Žmonių senėjimas – sparčiai vykstantis procesas Lietuvoje ir kitose pasaulio šalyse. Visuomenė turėtų adekvačiai reaguoti pagyvenusių žmonių skaičiaus didėjimą ir jų specifinius poreikius vėlyvoje senatvėje, kadangi seni ir pagyvenę žmonės – pakankamai didelė visuomenės dalis, kuriai būtina didesnė ar mažesnė socialinė parama. Pagrindinis socialinės politikos pagyvenusiems žmonėms tikslas yra suteikti galimybę kuo ilgiau savarankiškai gyventi ir gauti kiek įmanoma kokybiškesnes socialines paslaugas.

Šio baigiamojo darbo tikslas – išanalizuoti nevyriausybinių organizacijų socialinės pagalbos galimybes seniems ir pagyvenusiems asmenims kaip socialinio darbo profesionalizacijos raišką, įgyvendinant šiuos uždavinius: atskleisti socialinės pagalbos galimybių seniems ir pagyvenusiems asmenims, esantiems negalios situacijoje, teorinį diskursą, analizuojant socialinio darbo profesionalizacijos raišką ir nevyriausybinių organizacijų vaidmenį pagalbos teikimo procese; atlikti empirinį tyrimą, atskleidžiant socialinės pagalbos seniems ir pagyvenusiems asmenims, esantiems negalios situacijoje, teikiamos nevyriausybinių organizacijų, galimybes.

Iškelta hipotezė teigia, jog nevyriausybinių organizacijų, kuriose dirba kompetetingi ir kvalifikuoti socialinio darbo specialistai, teikiama socialinė pagalba tinkamai atliepia senų ir pagyvenusių žmonių pagalbos poreikį.

Baigiamąjį darbą sudaro du pagrindiniai skyriai.

Pirmajame skyriuje analizuojamos nevyriausybinių organizacijų socialinės pagalbos teikimo galimybės seniems ir pagyvenusiems asmenims, esantiems negalios situacijoje teorinis diskursas ir socialinio darbo kompetencijos raiška bei nevyriausybinių organizacijų vaidmuo pagalbos teikime.

Antrajame skyriuje pristatoma nevyriausybinių organizacijų teikiamos socialinės pagalbos seniems ir pagyvenusiems asmenims galimybių tyrimo metodologija, organizavimas ir rezultatai. Tyrimo metu ekspertinės imties principu atrinkta ir struktūruoto interviu metodu apklausta 10 socialinio darbo specialistų, dirbančių Lietuvos ir Ukrainos nevyriausybinėse organizacijose.

Atlikta socialinės pagalbos seniems ir pagyvenusiems asmenims terorinė analizė atskleidė, jog vykstant sparčiam visuomenės senėjimui vienas svarbiausių sprendžiamų klausimų yra socialinių paslaugų organizavimas bei teikimas seniems ir pagyvenusiems asmenims, siekiant tinkamai atliepti specifinius jų poreikius ir sudaryti galimybes aktyviam ir sveikam senėjimui. Svarbu organizuoti ir teikti tokias socialines paslaugas, kurios būtų orientuotos į ilgesnį savarankiškumo išlaikymą, socialinį ir fizinį aktyvumą ir patenkintų socialinės globos ir slaugos poreikius. Socialinių darbuotojų profesinė kompetencija daro didelę įtaką teikiamų socialinių paslaugų kokybei.

Kokybinio tyrimo rezultatai parodė, jog NVO teikiama pagalba yra nemokama, lanksti ir įvairiapusė; ji tinkamai atliepia specifinius senų žmonių poreikius, mažina socialinę atskirtį ir skatina savarankiškumą. Neatlyginamas darbas, kurį atlieka stiprią vidinę motyvaciją turintys savanoriai yra vienas iš didžiausių nevyriausybinių organizacijų privalumų. Į pagalbos procesą pasitelkiant bendruomenę, yra skatinama empatija ir jautrinama visuomenė.

Atlikta teorinė analizė bei tyrimo rezultatai patvirtina hipotezę, jog nevyriausybinių organizacijų, kuriose dirba kvalifikuoti ir kompetetingi socialinio darbo specialistai, teikiama socialinė pagalba tinkamai atliepia senų ir pagyvenusių žmonių pagalbos poreikį. NVO turi nemažą patirtį socialinių paslaugų veiklos srityje, siekia veiklos efektyvumo ir yra lygiavertės valstybinių institucijų partnerės, o išsprendus tokias problemas kaip materialinių išteklių stygius, NVO galėtų tapti ir pagrindinėmis socialinių paslaugų teikėjomis.

APPENDIXES

Struktūruoto interviu klausimai

Questions of structural interview

Vykstant sparčiam visuomenės senėjimui, vienas svarbiausių sprendžiamų klausimų yra socialinių paslaugų organizavimas ir teikimas siekiant atliepti vyresnio amžiaus asmenų poreikius bei sudaryti sąlygas aktyviam ir sveikam senėjimui. Šiais klausimais siekiama išanalizuoti nevyriausybinių organizacijų socialinės pagalbos teikimo galimybes ir perspektyvą. Dalyvavimas tyrime yra anonimiškas.

1. Kokią mokamą/nemokamą pagalbą seniems ir pagyvenusiems asmenims, esantiems negalios situacijoje, teikia įstaiga, kurioje dirbate ir kokie specialistai (ar savanoriai, jei tokių yra) tai daro?

2. Kokius socialinio darbo metodus naudojate darbe su senais ir pagyvenusiais asmenimis, kokių sričių žinių, specifinių gebėjimų pareikalauja šis darbas?

3. Kaip darbuotojai/savanoriai kelia profesionalumą?

4. Kokius specifinius senų žmonių poreikius atliepia nevyriausybinės organizacijos Lietuvoje ir kaip būtų galima plėsti teikiamos pagalbos lauką?

5. Jūsų nuomone, kuo nevyriausybinių organizacijų teikiama pagalba skiriasi nuo valstybinių įstaigų teikiamų socialinių paslaugų ir kokios yra šių skirtingų institucijų stiprybės bei silpnybės?

6. Kokios yra nevyriausybinių organizacijų socialinių paslaugų seniems ir pagyvenusiems asmenims teikimo galimybės bei perspektyvos ir kaip turėtų būti organizuojamas socialinis darbas, siekiant tinkamai atliepti šios žmonių grupės poreikius?

Dėkoju už atsakymus

Šiaulių universiteto socialinio darbo programos magistrantė Laura Pasavodskytė

Interviu protokolai

Protocols of interviews

Tiesioginis interviu susitikimo metu, tiriamasis I-1.
1. Kokią mokamą/nemokamą pagalbą seniems ir pagyvenusiems asmenims, esantiems negalios situacijoje, teikia įstaiga, kurioje dirbate ir kokie specialistai (ar savanoriai, jei tokių yra) tai daro? *Mūsų įstaiga teikia nemokamą pagalbą senyvo amžiaus žmonėms, kurie jau patys negali savimi pilnai pasirūpinti, tai pagyvenusių žmonių lankymas jų namuose. Lankymo metu daugiausiai yra teikiama nematerialinė pagalba: bendravimas, pokalbis, taip pat būtina pagalba smulkiuose namų ūkio ruošos darbuose, pagalba sumokant mokesčius, ar nupirkimas būtinųjų maisto produktų ar vaistų.*

Šiais metais pradėjo veikti ir projektas „Integrali pagalba į namus". Projekto tikslas padėti slaugos poreikius turintiems asmenims susitvarkyti buityje, atlikti būtinąją higieną, pasirūpinti maisto produktų nupirkimu, maisto pagamimu (galbūt ir pamaitinimu). Šios paslaugos yra iš dalies kliento apmokamos. Projektas vykdomas kartu su savivaldybe. Teikiama kompleksinė pagalba komandos darbuotojų, kurią sudaro socialinis darbuotojas, slaugytoja, slaugytojos padėjėjos, kineziterapeutas.

2. Kokius socialinio darbo metodus naudojate darbe su senais ir pagyvenusiais asmenimis, kokių sričių žinių, specifinių gebėjimų pareikalauja šis darbas? *Mūsų įstaiga turi darbuotojus ir savanorius. Įstaiga stengiasi taikyti bendruomeninio socialinio darbo metodą, įtraukiant kiek galima daugiau savanorių.*

Žmogaus, kaip individo įgalinimo visuomenėje, ryšių palaikymas, žmonių bendravimas veikiant. Padėdami kitiems – padedame sau. Labai svarbu gebėti išklausyti, užjausti, suprasti, neteisti, nebūti kategoriškiems, priimti žmones tokius, kokie jie yra, eiti pas žmogų atvira širdimi.

3. Kaip darbuotojai/savanoriai kelia profesionalumą? *Darbuotojams yra numatyti kvalifikacijos kėlimo kursai. Savanoriai taip pat gali išklausyti kursus, mokymus, kurie bent kartą metuose yra organizuojami pagal poreikį. Stengiamės bendradarbiauti su kitomis įstaigomis, dalyvauti jų rengiamuose kursuose, taip pat tos pačios įstaigos kitų skyrių mokymuose.*

4. Kokius specifinius senų žmonių poreikius atliepia nevyriausybinės organizacijos Lietuvoje ir kaip būtų galima plėsti teikiamos pagalbos lauką? *Seni žmonės dažniausiai turi didžiulį bendravimo poreikį. Sevyvo amžiaus vieniši asmenys dažnai labai sunkiai susiranda naujų draugų, dėl to darosi uždari, nejaučia pasitenkinimo kasdieniu gyvenimu. Ilgainiui tampa irzlūs, viskuo nepatenkinti, nusivylę aplinka.*

Senyvo amžiaus žmonėms padėti galima būtų skatinant juos pačius burtis į draugijas, ratelius, klubus. Taip pat svarbu atliepti savirūpos poreikį, kai žmogus nebegali tinkamai savimi pasirūpinti, padedant jam tvarkytis buityje, atlikti kai kurias higienos procedūras.

5. Jūsų nuomone, kuo nevyriausybinių organizacijų teikiama pagalba skiriasi nuo valstybinių įstaigų teikiamų socialinių paslaugų ir kokios yra šių skirtingų institucijų stiprybės bei silpnybės? *Nevyriausybinės aoganizacijos dažniausiai veiklą vysto savanoriškumo principu. Į organizacijas buriasi žmonės tikrai motyvuoti veiklai, nusiteikę padėti, kūrybiški, norintys įsijungti ir į kitas organizacijos veiklas, prisidėti prie įvairių paramos akcijų vykdymo.*
Organizacijos stiprybės: vidinis noras veikti organizacijoje, bendraminčių palaikymas ir bendros idėjos, malonus organizacijos mikro klimatas. Organizacijos slipnybės: finansų stoka, lyderių trūkumas, netolygus darbų pasiskirstymas.

6. Kokios yra nevyriausybinių organizacijų socialinių paslaugų seniems ir pagyvenusiems asmenims teikimo galimybės bei perspektyvos ir kaip turėtų būti organizuojamas socialinis darbas, siekiant tinkamai atliepti šios žmonių grupės poreikius? *Mūsų nevyriausybinė oganizacija pradėjo teikti integralias paslaugas kliento namuose. Socialinis darbas turi būti organizuojamas taip, kad kuo labiau būti atsižvelgta į kliento poreikius tiek laiko, tiek paslaugų skaičiumi, kad pagalba būtų kompleksinė, nenutrūkstama, kad patenkintų ne tik būtinus slaugos, lankomosios priežiūros poreikius, bet taip pat bendravimo, šilto santykio kūrimo, pasitikėjimo.*

Nuotolinis interviu, atsakymai pateikti elektroniniu paštu, tiriamasis I-2.

1. Kokią mokamą/nemokamą pagalbą seniems ir pagyvenusiems asmenims, esantiems negalios situacijoje, teikia įstaiga, kurioje dirbate ir kokie specialistai (ar savanoriai, jei tokių yra) tai daro? *Sveikatos priežiūros/slaugos tarnyba – Ukrainos Raudonojo Kryžiaus draugijos struktūrinis padalinys, teikiantis medicininė priežiūrą ir socialinę pagalbą vieniems gyvenantiems, vienišiems, neįgaliems, nedarbingiems pagyvenusiems žmonėms, karo veteranams. Pagalbą teikia slaugytojos (medicinos seserys) ir padėjėjos. Visa pagalba teikiama nemokamai.*
2. Kokius socialinio darbo metodus naudojate darbe su senais ir pagyvenusiais asmenimis, kokių sričių žinių, specifinių gebėjimų pareikalauja šis darbas? *Slaugytojos teikia medicininę priežiūrą ir psichosocialinį palaikymą. Visos slaugytojos, medicinos seserys turi medicininį išsilavinimą.*
3. Kaip darbuotojai/savanoriai kelia profesionalumą? *Slaugytojos, medicinos seserys dalyvauja kvalifikacijos kėlimo kursuose, išklauso Raudonojo Kryžiaus rengiamus seminarus apie žmonių lankymą namuose, pirmosios pagalbos kursus.*
4. Kokius specifinius senų žmonių poreikius atliepia nevyriausybinės organizacijos ir kaip būtų galima plėsti teikiamos pagalbos lauką? *Teikia pagalbą namuose, medicininę priežiūrą, patenkina bendravimo poreikį.*
5. Jūsų nuomone, kuo nevyriausybinių organizacijų teikiama pagalba skiriasi nuo valstybinių įstaigų teikiamų socialinių paslaugų ir kokios yra šių skirtingų institucijų stiprybės bei silpnybės? *Ukrainos Raudonojo Kryžiaus asociacijos sveikatos priežiūros/slaugos teikia pagalbą valstybės socialiai remtiniems žmonėms. Siekiant nustatyti pagalbos poreikį ir teikti paramą labiausiai pažeidžiamoms gyventojų grupėms, glaudžiai bendradarbiaujama su įvairiomis institucijomis ir sveikatos priežiūros organizacijomis, neįgaliųjų asociacijomis, socialinės apsaugos įstaigomis, veteranų organizacijomis.*
6. Kokios yra nevyriausybinių organizacijų socialinių paslaugų seniems ir pagyvenusiems asmenims teikimo galimybės bei perspektyvos ir kaip turėtų būti organizuojamas socialinis darbas, siekiant tinkamai atliepti šios žmonių grupės poreikius? *Atsižvelgiant į didelį skaičių asmenų, kuriems reikalinga pagalba, reikia daug žmogiškųjų ir materialinių išteklių. Reikalingas glaudus bendradarbiavimas tarp vyriausybinių ir nevyriausybinių organizacijų, siekiant išsiaiškinki asmenis, kuriems reikalinga pagalba ir jos poreikį, nustatyti pagalbos rūšis ir paskirstyti pagalbą, nustatant, kokia organizacija kokią pagalbą teiks.*

Nuotolinis interviu, atsakymai pateikti el. paštu, tiriamasis I-3.

1. Kokią mokamą/nemokamą pagalbą seniems ir pagyvenusiems asmenims, esantiems negalios situacijoje, teikia įstaiga, kurioje dirbate ir kokie specialistai (ar savanoriai, jei tokių yra) tai daro? *Paslaugos nemokamos, teikiamos pagalbos namuose paslaugos. Teikia darbuotojai (soc.darbuotojai, slaugytojai, soc.darbuotojo padėjėjai, slaugytojo padėjėjai, ergoterapeutai, psichologas) ir savanoriai.*

2. Kokius socialinio darbo metodus naudojate darbe su senais ir pagyvenusiais asmenimis, kokių sričių žinių, specifinių gebėjimų pareikalauja šis darbas? Individualaus konsultavimo, atvejo vadybos, darbo su bendruomene metodus.

3. Kaip darbuotojai/savanoriai kelia profesionalumą? Mokymų, konferencijų ir seminarų metu, organizuojamuose mūsų ir kolegų.

4. Kokius specifinius senų žmonių poreikius atliepia nevyriausybinės organizacijos Lietuvoje ir kaip būtų galima plėsti teikiamos pagalbos lauką? Leidžia išvengti vienišumo bei užtikrina būtinų poreikių patenkinimą, siekiant sudaryti tinkamas sąlygas gyventi savarankiškai pačių namuose.

5. Jūsų nuomone, kuo nevyriausybinių organizacijų teikiama pagalba skiriasi nuo valstybinių įstaigų teikiamų socialinių paslaugų ir kokios yra šių skirtingų institucijų stiprybės bei silpnybės? Santykis su žmogumi, NVO priverstos užtikrinti paslaugų kokybę, nes tik taip išlaiko esamą klientų skaičių. Paslaugas gali teikti plačiau ir lanksčiau, nei valstybinės įstaigos.

6.Kokios yra nevyriausybinių organizacijų socialinių paslaugų seniems ir pagyvenusiems asmenims teikimo galimybės bei perspektyvos ir kaip turėtų būti organizuojamas socialinis darbas, siekiant tinkamai atliepti šios žmonių grupės poreikius? Paslaugos turėtų būti lanksčios ir orientuotis į tai, kad sudarytų galimybes kaip galima ilgiau išlaikyti savarankiškumą. Paslaugų teikimo srityje seniems asmenims dirbu 12m.

Nuotolinis interviu, atsakymai pateikti elektroniniu paštu, tiriamasis I-4 (Ukraina).

1. Kokią mokamą/nemokamą pagalbą seniems ir pagyvenusiems asmenims, esantiems negalios situacijoje, teikia įstaiga, kurioje dirbate ir kokie specialistai (ar savanoriai, jei tokių yra) tai daro? *Raudonojo Kryžiaus teikiama pagalba visada yra nemokama. Tai yra pagalba namuose – buto tvarkymas, maisto, vaistų pirkimas, pagalba socialiniuose reikaluose (mokesčiai už butą, dokumentų tvarkymas, teisinė pagalba), pragulų priežiūra, lovos klojimas, maudymas, nagų kirpimas, maisto gaminimas, indų plovimas, išvedinimas pasivaikščioti, vaikštynės, neįgaliojo vežimėlio suteikimas.*

2. Kokius socialinio darbo metodus naudojate darbe su senais ir pagyvenusiais asmenimis, kokių sričių žinių, specifinių gebėjimų pareikalauja šis darbas? Individualaus darbo su asmeniu metodas, socialiniai – psichologiniai, socialiniai – medicininiai metodai. Slaugytojos turi medicininį išsilavinimą, padėjėjos yra praėjusios Raudonojo Kryžiaus mokymus.

3. Kaip darbuotojai/savanoriai kelia profesionalumą? *Literatūros specifine tema studijavimas, žinių perėmimas iš labiau patyrusių darbuotojų.*

4. Kokius specifinius senų žmonių poreikius atliepia nevyriausybinės organizacijos ir kaip būtų galima plėsti teikiamos pagalbos lauką? *Socialinius ir medicininius. Turint daugiau lėšų, būtų galima teikti materialinę pagalbą, kuri yra labai reikalinga daugeliui vienišų žmonių.*

5. Jūsų nuomone, kuo nevyriausybinių organizacijų teikiama pagalba skiriasi nuo valstybinių įstaigų teikiamų socialinių paslaugų ir kokios yra šių skirtingų institucijų stiprybės bei silpnybės? *Valstybės institucijų teikiamos socialinės paslaugos ir Raudonojo Kryžiaus teikiama pagalba skiriasi. Valstybinių institucijų teikiamos paslaugos yra mokamos, nors mokestis ir nedidelis, tačiau teikia pagalbą didžiąją dienos dalį (kaip suprantu, nes nesu dirbusi). Raudonojo Kryžiaus darbuotojas per vieną dieną aplanko šešis žmones, todėl skirti daugiau laiko vienam žmogui neįmanoma.*

6. Kokios yra nevyriausybinių organizacijų socialinių paslaugų seniems ir pagyvenusiems asmenims teikimo galimybės bei perspektyvos ir kaip turėtų būti organizuojamas socialinis darbas, siekiant tinkamai atliepti šios žmonių grupės poreikius? *Daugeliui pagyvenusių žmonių pakanka pagalbos, kurią teikia mūsų organizacija, tačiau jei žmonių, kuriems reikalinga pagalba, būtų mažiau, būtų galima teikti geresnę pagalbą, skirti daugiau laiko, ypač sergantiems. Gaila, tačiau nuo šių metų gruodžio Raudonojo Kryžiaus slaugos tarnybos skyrius bus uždaromas, todėl jokių perspektyvų nėra.*

Nuotolinis interviu, atsakymai pateikti elektroniniu paštu, tiriamasis I-5.

1. Kokią mokamą/nemokamą pagalbą seniems ir pagyvenusiems asmenims, esantiems negalios situacijoje, teikia įstaiga, kurioje dirbate ir kokie specialistai (ar savanoriai, jei tokių yra) tai daro? *Savanoriai lanko senelius, nuperka maisto, sumoka mokesčius, bendrauja, nuveža pas gydytojus, kartu meldžiasi..*

2. Kokius socialinio darbo metodus naudojate darbe su senais ir pagyvenusiais asmenimis, kokių sričių žinių, specifinių gebėjimų pareikalauja šis darbas? *Svarbu faktų pedagogika, konsultuojame, tarpininkaujame, išklausome, įgaliname, lydime...Labai svarbu empatiškumas, nuovoka, konkrečios situacijos matymas platesniu aspektu, gebėjimas palaikyti ryšius su kitomis institucijomis.*

3. Kaip darbuotojai/savanoriai kelia profesionalumą? *Organizuojami mokymai, seminarai,konferencijos, stovyklos, rekolekcijos.*

4. Kokius specifinius senų žmonių poreikius atliepia nevyriausybinės organizacijos Lietuvoje ir kaip būtų galima plėsti teikiamos pagalbos lauką? *Mūsų organizacija atliepia į žmonių vienišumo problemą.Būtina ugdyti bendruomenių, parapijų sąmoningumą, jautrumą žmonėms. Skatinti rodyti dėmesį, padėti šalia esantiems.*

5. Jūsų nuomone, kuo nevyriausybinių organizacijų teikiama pagalba skiriasi nuo valstybinių įstaigų teikiamų socialinių paslaugų ir kokios yra šių skirtingų institucijų stiprybės bei silpnybės? *Nevyriausybinių organizacijų teikiama pagalba nėra tokia formali, daug lankstesnė, orientuota į žmogaus vidinius, ne tik socialinius poreikius.*

6. Kokios yra nevyriausybinių organizacijų socialinių paslaugų seniems ir pagyvenusiems asmenims teikimo galimybės bei perspektyvos ir kaip turėtų būti organizuojamas socialinis darbas, siekiant tinkamai atliepti šios žmonių grupės poreikius? *Mūsų organizacijos tikslas burti savanorius, kad būtų suteikta pagalba kuo platesniam žmonių ratui.*

Interviu telefonu, tiriamasis I-6.

1. Kokią mokamą/nemokamą pagalbą seniems ir pagyvenusiems asmenims, esantiems negalios situacijoje, teikia įstaiga, kurioje dirbate ir kokie specialistai (ar savanoriai, jei tokių yra) tai daro? *Mūsų organizacija teikia nemokamą pagalbą įvairioms žmonių grupėms, tarp jų ir seniems bei pagyvenusiems asmenims. Priklausomai nuo poreikio ir galimybių, skirtinguose skyriuose dirba skirtingi darbuotojai/savanoriai: socialiniai darbuotojai, kineziterapeutas, lankomosios priežiūros darbuotojai. Savanoriai organizuoja laisvalaikį, siūlo įvairius užsiėmimus kiekvienam pagal galimybes, skiria daugiau laiko bendravimui su senu žmogumi, jo išklausymui, kasdienių reikalų aptarimui ir pan. Senyvo amžiaus žmonės yra konsultuojami įvairiais klausimais (teisiniais, socialiniais), tarpininkaujama tariantis dėl vizito gydymo įstaigoje, socialinėse institucijose, taip pat konsultuojami artimieji, tariamasi dėl lankymo poreikio.*

2. Kokius socialinio darbo metodus naudojate darbe su senais ir pagyvenusiais asmenimis, kokių sričių žinių, specifinių gebėjimų pareikalauja šis darbas? *Individualus darbas su konkrečiu atveju, bendruomeninis darbas. Stengiamės jautrinti bendruomenę, įtraukti į veiklą daugiau savanorių, ypač jaunų nedirbančių žmonių ir jau pensijinio amžiaus bet dar aktyvių asmenų, suburti aktyvią, motyvuotą žmonių grupę, kartu ne tik padedant seniems, neįgaliems, vienišiems žmonėms, bet kartu ir stiprinant bendruomenę, kviečiant ją į pagalbą, skatinant, šviečiant, ugdant. Darbas su senais žmonėmis reikalauja įvairių sričių žinių – medicininių, psichologinių, socialinių. Labai svarbu gebėti atjausti, įsiklausyti, palaikyti, motyvuoti, visada išklausyti, parodyti dėmesį.*

3. Kaip darbuotojai/savanoriai kelia profesionalumą? *Kartą per savaitę darome savanorių susitikimus, kur aptariame veiklas, pasidaliname, su kokiais sunkumais susiduriame, kalbame apie įvairius atvejus ir galimybes kaip spręsti problemas, jei tokių iškylą. Rengiame mokymus savanoriams, kad galėtų įgyti psichologinių, pagrindinių medicininių žinių apie senatvės amžiaus tarpsnį. Taip pat skatiname dalyvauti kitų įstaigų rengiamuose mokymuose, jei yra galimybę apmokame kelionė ar dalyvavimo mokestį.*

4. Kokius specifinius senų žmonių poreikius atliepia nevyriausybinės organizacijos Lietuvoje ir kaip būtų galima plėsti teikiamos pagalbos lauką? *Pagyvenę žmonės dažnai jaučiasi vieniši, apleisti, todėl svarbu jiems skirti laiko, bendrauti neskubant, išklausyti, palaikyti. Esančius negalios situacijoje, tuos, kuriems ypač sudėtinga savimi pasirūpinti, lanko socialiniai darbuotojai/ padėjėjai iš valstybinių įstaigų, tačiau ir mūsų įstaiga teikia įvairiapusę pagalbą: padeda buityje, jei reikia, nuperka maisto, vaistų, padeda pagaminti maistą, skaito knygas, kalbasi, pagal galimybes išveda tą seną žmogų pasivaikščioti, padeda užsiregistruoti pas gydytojus, daro kitus smulkius darbus namuose ir ne tik.*

5. Jūsų nuomone, kuo nevyriausybinių organizacijų teikiama pagalba skiriasi nuo valstybinių įstaigų teikiamų socialinių paslaugų ir kokios yra šių skirtingų institucijų stiprybės bei silpnybės? *Dažnai nevyriausybinės institucijos yra paremtos savanoriška veikla, todėl savanoriauti ateina motyvuoti žmonės, kurie dažnai žino, kodėl renkasi būtent tą savanorystės sritį, nuoširdžiai skiria savo laiką, betarpiškai bendrauja, siekia padėti. Dažnai seni žmonės apie mūsų savanorius sako, kad jie dirba „ne valdiškai". NVO deda pastangas pritraukti finansavimą, rašo projektus, bendradarbiauja su kitomis NVO ir ne tik, aktyviai reiškiasi, daro įvairias akcijas, dirba kūrybingai, nėra ribojamos įvairių įstatų, draudimų, įtraukia bendruomenes, aktyvina žmones, skatina juos jungtis į pagalbą, rengia įvairius neformalius susitikimus, teikia bendrystės jausmą tiek savanoriams, tiek lankomiems žmonėms.*

6. Kokios yra nevyriausybinių organizacijų socialinių paslaugų seniems ir pagyvenusiems asmenims teikimo galimybės bei perspektyvos ir kaip turėtų būti organizuojamas socialinis darbas, siekiant tinkamai atliepti šios žmonių grupės poreikius? *Esant reikiamam finansavimui darbuotojų etatams išlaikyti, manau, NVO tikrai yra pajėgios teikti visokeriopą, kokybišką pagalbą seniems ir pagyvenusiems asmenims. Šiuo metu iš rašomų projektų daugiau lėšų skiriama veiklai, įvairioms priemonėms, per įvairias akcijas surenkami pinigai skiriami paremti labiausiai stokojančius, tačiau darbuotojų atlyginimų nėra iš ko apmokėti. Jei būtų finansavimas Nvo darbuotojams, manau, tokios organizacijos tikrai gebėtų teikti kokybišką socialinę pagalbą, darbuotojai galėtų tobulintis. Be to, Nvo pritraukia daugiau savanorių, kurie darbuotojams yra labai didelė pagalba, kurie rūpinasi neformaliomis veiklomis, paramos akcijų rengimu ir pan.*
Valstybinės ir nevyriausybinės įstaigos turėtų glaudžiau bendradarbiauti, keistis informacija apie žmones, kuriems reika pagalbos ir kokios, arba apie tuos, kurie jau pagalbą gauna, kad būtų galima žinoti, kokia pagalba suteikta, kokios būtent reikia, kas tą gali padaryti ir pan. Glaudžiai bendradarbiaujant būtų galima geriau atliepti poreikius žmonių, kuriems reikia paramos, pagalbos, palaikymo, kurie yra patekę į krizines situacijas.

Tiesioginis interviu susitikimo metu, tiriamasis I-7.

1. Kokią mokamą/nemokamą pagalbą seniems ir pagyvenusiems asmenims, esantiems negalios situacijoje, teikia įstaiga, kurioje dirbate ir kokie specialistai (ar savanoriai, jei tokių yra) tai daro? *Jeigu su seneliai, aišku, mūsų paslaugos visos visoms amžiaus grupėms nemokamos, ir seniems, pagyvenusiems, ligotiems žmonėms. Tai tokios iš paslaugų tai lankymas namuose senelių Panevėžio mieste. Yra trys senelių namai vyskupijos teritorijoje, ten jau ir socialinės, ir medicininės paslaugos teikiamos kaip institucijoj. Taip ir kituose miestuose daug kur lanko tuos senelius. Aišku, tai jau nėra kompleksinės paslaugos, bet pakalba, pabendrauja, knygą paskaito, palydi pas gydytoją, kažką atneša, jeigu reikia, pavalo, padaro kažkokį fizinį darbą ar maisto kažką ruošia. Pagal kiekvieną individualiai, įvairios pagalbos.*

2. Kokius socialinio darbo metodus naudojate darbe su senais ir pagyvenusiais asmenimis, kokių sričių žinių, specifinių gebėjimų pareikalauja šis darbas? *Svarbiausia turbūt nuoširdumo reikia, atsidavimo, dėmesio, kad komunikabilus žmogus, kuris nueina, kad su juo bendrautų. Nu gal kaip socialinių darbuotojų tokių iš savanorių nelabai yra, kurie eina. Įvairių sričių specialistai, yra dalis, kurie dirba ir dar po darbo ta savanoryste užsiima. Kiti yra jau pensininkai, kurie nedirba, bet va nori gerą darbą padaryti, lanko.*

3. Kaip darbuotojai/savanoriai kelia profesionalumą? *Darome seminarus, darome rekolekcijas, dvasiniam stiprėjimui. Per metus pora kartų rekolekcijas darom, išvyką kokią vieną kartą per metus. Šiemet vat Gailestingumo metai, tai Vilniuj tokią ekskursiją darėm per šventoves perkeliavom. Seminarai šiemet buvo du kartus ir dar vat gruodžio keturioliktą bus, tai tokie šiek tiek iš socialinio darbo pusės čia tie seminarai būtų, bendravimo su klientais.*

4. Kokius specifinius senų žmonių poreikius atliepia nevyriausybinės organizacijos Lietuvoje ir kaip būtų galima plėsti teikiamos pagalbos lauką? *Jei būtų galimybė ir savivaldybė pirktų paslaugas, tai, aišku, tada būtų finansai, būtų įdabinamas žmogus, tada ir specialistai būtų įdarbinami, tada tą paslaugą ir kompleksinę pagalbą, įvairiapusę galima teikti ir kvalifikuotą, kaip specialistų, o dabar tai ji tokia geranoriška, aplankymai, pabendravimai, bet tai vis tiek yra epizodiškai, kartą ar du kartus pagal poreikį į savaitę, aplanko tuos tai du, tai tris žmones, turi tuos lankomuosius, kitas ir vieną pagal tai, kaip gali. Stengiamės, kad tam pačiam rajone būtų tie savanoriai, kad nereiktų važiuot kažkur labai toli. Tie seneliai nėra visai vieniši, tai vaikai gyvena kitam mieste, vaikai užsienyje arba tiesiog dirba visą dieną, jis vienas žmogus, nuobodoka. Kitas gal materialiai ten nieko jam ir nereikia padėti, tiesiog pabendrauti, aplankyti, pakalbinti, nes jis neturi su kuo bendrauti.*

5.Jūsų nuomone, kuo nevyriausybinių organizacijų teikiama pagalba skiriasi nuo valstybinių įstaigų teikiamų socialinių paslaugų ir kokios yra šių skirtingų institucijų stiprybės bei silpnybės? *Žmonės gal taip tikisi, kad jeigu iš bažnyčios organizacijos kaip Caritas ateis žmogus, tai jis bus ir sąžiningas labai, labai nuoširdus ir bus geranoriškas. Aišku, jeigu savanoris ryžtasi tokiam darbui, pasiima tą tarnystę, tai jis ir, aš manau, kad tikrai nuoširdžiai, ir atsidavęs, ir tikrai sąžiningai tai atlieka. Todėl toks vien iš pareigos kai einama labai jaučiasi, kas ne pareigos su meile, kas tik pareigą gal vykdo. Nes mes vienu kartu čia prieš keletą metų rūbų skalbimo tokią paslaugą teikėm irgi savanoriškai. Turim buitines dvi skalbimo mašinas ir plaudavom kas neturi, senoliai, skalbimo mašinų dar tais laikais, dar pradžia buvo, ne visi turėdavo ir atnešdavo slaugytojos tos, socialinių darbuotojų padėjėjos dirbančios paslaugų centre. Tai kita nu iš karto jaučiasi, ateina ir ji: „ai tas diedas, ten ar moteriškė, tokia anokia“. Nu vis tiek kažkokių dar komentarų palieka su tais drabužiais. O kita va: „oj, mano diediuliukas, va į ligonę dabar guls“. Nes jas keisdavo kas trys ten mėnesiai, kas kiek, atidirbdavo viešuosius darbus. Tai žino žmogus, jau nervinasi, kad pakeis, pripranta prie to darbuotojo, įsimyli, jeigu jis geras ir nuoširdus, ir dabar vėl keisti.. tai iš karto jaučiasi va iš žmogaus reakcijos, kad „va mano senuliukas, diediuliukas, va ligoninėj dabar, neatnešiu tų skalbinių“. Arba jau aš pabaigiau tuos tris mėnesius, va jau pabaigtas tas darbo tarpsnis ir kažkas kitas su tuo dieduku dirbs. Arba pergyvena, tai jaučiasi iš žmogaus, kaip jis atsineša, koks jo požiūris į tą darbą, tarnystę tokią. Čia tarnystė.*

6. Kokios yra nevyriausybinių organizacijų socialinių paslaugų seniems ir pagyvenusiems asmenims teikimo galimybės bei perspektyvos ir kaip turėtų būti organizuojamas socialinis darbas, siekiant tinkamai atliepti šios žmonių grupės poreikius? *Aišku, tos kur moterys eina padėjėjos iš valstybinių institucijų, tai jos nemažai tų žmonių turi ir aš manau, kad ten valandą ar dvi jeigu jos pabūna du kartus per savaitę, tai ką jis labai gali žmogus padaryti. Vienu kartu ir bendrauti, ir plauti, ir užuolaidas kabinti ar produktų atnešti. Jeigu dar valgyt padaryti, taigi čia labai mažas laiko tarpas, per kurį nu negali dešimt darbų iškart padaryti. Ten prabėgom prabėgom, iš kažkur jau gatavą maistą ten neša, kažkaip paskubom tas darbas atliktas. O jeigu tas darbuotojas turėtų mažiau tų lankomųjų, tai jis pas jį galėtų daugiau valandų tų praleisti ir kokybiškesnį ir pati paslauga būtų. Ir bendravimas, ir nuoširdumas, kitoks būtų. O kad jų daugės ir vienišų, ir senų, ir paliegusių žmonių, tai akivaizdu. Kiek į užsienius išvažiavę žmonių, o*

sensta visuomenė, tai jau čia statistika. Jų daugės ir poreikis didės, tai čia, aišku, nuo finansavimo, savanorių ten gal šimtais nepadaugės, vis tiek tokių angažuotų žmonių reikia, kad jų būtų, bet nebus jau kažkiek, naiviai negali tikėtis, kad jų labai daug atsiras tų savanorių. Aišku, čia jų mažiau, daugiau atsiranda, bet vis tiek jų mažuma,tų savanorių, kurie gali lankyti. Bet savanoris gi nebus prie žmogaus puse dienos. Nei jis ten pampersų pastoviai keis, tai čia kaip darbuotojui. Reikalingas darbuotojas tokiam veiksmui pilnai atlikti, tą žmogų pilnai aptarnauti, jeigu jis labai senas.

Nuotolinis interviu telefonu, tiriamasis I-8.

1. Kokią mokamą/nemokamą pagalbą seniems ir pagyvenusiems asmenims, esantiems negalios situacijoje, teikia įstaiga, kurioje dirbate ir kokie specialistai (ar savanoriai, jei tokių yra) tai daro? *Pagalba yra nemokama. Savanoriai lanko vienišus, judėjimo negalią turinčius asmenis tiekią karštą maistą, padeda tvarkytis buityje, bendrauja, palaiko. Skaito knygas, Šv. Raštą, meldžiasi.*
2. Kokius socialinio darbo metodus naudojate darbe su senais ir pagyvenusiais asmenimis, kokių sričių žinių, specifinių gebėjimų pareikalauja šis darbas? *Individualus darbas, bendruomeninis darbas. Reikalingi bendravimo, konfliktų sprendimo įgūdžiai, gebėjimas atjausti, išklausyti.*
3. Kaip darbuotojai/savanoriai kelia profesionalumą?*Darome refleksijas, dalinimąsi patirtimi, iškylančiais sunkumais. Kartą į mėnesį koordinatorius susitinka su savanoriais ir aptaria darbą. Motyvacinės išvykos, seminarai, kurie padeda formuoti savanorius, suteikia bendrystės jausmą. „Perdegimo" prevencijos seminarai. Yra mokomi psichologijos, bendravimo su senais asmenimis pagrindų.*
4. Kokius specifinius senų žmonių poreikius atliepia nevyriausybinės organizacijos Lietuvoje ir kaip būtų galima plėsti teikiamos pagalbos lauką? *Savanoriai bendrauja su senoliais ir tenkina jų socialumo, priėmimo poreikius, pagyvenę asmenys jaučiasi ne tokie vieniši, neapleisti. Saugumo, priklausomybės, meilės, savigarbos poreikiai. Skatinti iniciatyvą bendrauti, mainų programos (apsikeitimai įdėjomis, materialiais daiktais, drabužiais), įdėjų turgus ir kt. skatinimas priklausymo grupei jausmo – bendruomenine malda.*
5. Jūsų nuomone, kuo nevyriausybinių organizacijų teikiama pagalba skiriasi nuo valstybinių įstaigų teikiamų socialinių paslaugų ir kokios yra šių skirtingų institucijų stiprybės bei silpnybės? *Nevyriausybinės organizacijos labiau įtraukia verslo struktūras paramai, ieško galimybių pritraukti lėšas iš įvairių forndų. Grįstos savanorystės principais, todėl stipri savanorių komanda veikia profesionaliai, motyvuotai (patys pasirenka savanorystę), siekia pokyčio, nori padėti. Nevyriausybinės organizacijos netradiciniais pagalbos būdais, labiau kūrybingos, atsižvelgiančios į konkrečią situaciją, tačiau labiau orientuotos į trumpalaikę pagalbą.*
Valstybinės įstaigos pajėgesnės žmogiškų išteklių finansavimu, darbuotojų soc. sauga, norminio pobūdžio žiniomis (pagalba teisinio, soc. pašalpų, vaiko, žmonių teisių srityse). Vyriausybinių organizacijų platesnis tinklas ir kontaktai asmenų reikalingų pagalbos, teisinės bazės išmanymas.
6 .Kokios yra nevyriausybinių organizacijų socialinių paslaugų seniems ir pagyvenusiems asmenims teikimo galimybės bei perspektyvos ir kaip turėtų būti organizuojamas socialinis darbas, siekiant tinkamai atliepti šios žmonių grupės poreikius? *Perspektyvos yra geros, nes paslaugų poreikis tik didės (ypač nemokamų). Atliepiant į socialinio bendravimo poreikį gerą edukacinę funkciją atliktų integruotos jaunimo grupių pagalbos pagyvenusiems žmonėms formos: gyvenimo patirties pasidalinimas, etnokultūros perdavimas, sovietinio laikotarpio traumos liudijimas. Gedėjimo, netekus artimo žmogaus palengvinimas, paruošiant su tokia tema gebančius dirbti žmones. Susitaikinimo su mirtimi ir bejėgiškumu temos aptarimas, įtraukiant religinės bendruomenės narius. Manau reikėtų kooperuotis valstybinėms organizacijoms ir savanoriškais pagrindais dirbančias kviečiant jaunimą, senjorus, bendruomenės lyderius*

prisidėti prie atskirties mažinimo pagyvenusių žmonių tarpe, palaikyti juos teikiant visokeriopą pagalbą, sukuriant bendrystės, priklausymo pojūtį, rūpinantis.

Nuotolinis interviu telefonu, tiriamasis I-9.

1. Kokią mokamą/nemokamą pagalbą seniems ir pagyvenusiems asmenims, esantiems negalios situacijoje, teikia įstaiga, kurioje dirbate ir kokie specialistai (ar savanoriai, jei tokių yra) tai daro? *Mūsų įstaiga teikia nemokamą pagalbą seniems, pagyvenusiems, ligotiems vienišiems žmonėms, kurie dažniausiai dar yra iš dalies savarankiški, bet negali pilnai pasirūpinti savimi, kuriems reikia pagalbos buityje, kasdienėje veikloje. Žmones lanko savanoriai, aš koordinuoju lankomąją priežiūrą, paskiriu žmogui, kuriam reikia pagalbos, tam tikrą savanorį, kuris jį galėtų lankyti, padedu, kai reikia, kai neužtenka vieno žmogaus, pvz. išmaudyti močiutę. Savanorių gretas sudaro įvairūs žmonės: ir pensininkai, dar galintys padėti kitiems, ir jaunimas, kuris ieško prasmingos veiklos, ir įvairių sričių specialistai, nusprendę skirti dalį savo laiko geriems darbams.*

2. Kokius socialinio darbo metodus naudojate darbe su senais ir pagyvenusiais asmenimis, kokių sričių žinių, specifinių gebėjimų pareikalauja šis darbas? *Individualus darbas su asmeniu, bendruomeninis darbas. Be bendruomenės įtraukimo, savanorių pagalbos negalėtume vykdyti veiklos. Kartu tai ir jiems užsiėmimas ir gerą darbą padaryti gali. Būtina išmanyti bendravimą, turėti reikiamų medicininių žinių, suvokti esamą socialinę situaciją, gebėti pasiūlyti kitokią pagalbą, jei reikia, nukreipti.*

3. Kaip darbuotojai/savanoriai kelia profesionalumą? *Rengiame kursus savanoriams, kuriuose apmokome juos, suteikiame pagrindinių žinių, reikalingų lankomajai priežiūrai, informacijos apie pagrindinius senų žmonių sveikatos sutrikimus, psichologinių žinių. Kursams, mokymams surengti bendraujame su kitomis įstaigomis, kviečiame įvairius specialistus savanoriškai pravesti mokymus, ieškome visokių galimybių.*

4. Kokius specifinius senų žmonių poreikius atliepia nevyriausybinės organizacijos Lietuvoje ir kaip būtų galima plėsti teikiamos pagalbos lauką? *Mūsų lankomieji yra senyvo amžiaus žmonės, dažnai vieniši, apleisti, palikti, neprižiūrimi. Net ir tie, kurie turi artimuosius, yra palikti likimo valiai, artiemieji jais nesrūpina, senoliai jaučiasi vieniši, nereikalingi. Dažnai atliepiame ir medicininius poreikius, pavyzdžiui, vaistų pirkimas, tarpininkavimas registruojant pas gydytoją, pagalba nuvykti į gydymo įstaigą. Jiems reikia bendravimo, pasipasakot nori, nori, kad išklausytų. Manau, nevyriausybinės organizacijos galėtų suteikti dar daugiau pagalbos, tinkamos senyvo amžiaus žmonių priežiūros, jei būtų tam skiriama finansinė parama, galėtų įdarbinti daugiau žmonių.*

5. Jūsų nuomone, kuo nevyriausybinių organizacijų teikiama pagalba skiriasi nuo valstybinių įstaigų teikiamų socialinių paslaugų ir kokios yra šių skirtingų institucijų stiprybės bei silpnybės? *Nevyriausybinėse organizacijose dažniausiai darbą atlieka savanoriai, kurie patys pasirenka tokią veiklą, kurie nori padėti, prisidėti prie gerų darbų darymo, prie bendruomenės gerinimo. Nuoširdumas, empatiškumas, gebėjimas atjausti, suprasti, šilto santykio sukūrimas yra savanorių stiprybės ir žmonės, kuriuos jie lanko, tą labai jaučia, džiaugiasi.*

6. Kokios yra nevyriausybinių organizacijų socialinių paslaugų seniems ir pagyvenusiems asmenims teikimo galimybės bei perspektyvos ir kaip turėtų būti organizuojamas socialinis darbas, siekiant tinkamai atliepti šios žmonių grupės poreikius? *Kaip ir sakiau, turint finansinę paramą iš valstybės būtų galima įdarbinti daugiau specialistų, teikti kompleksinę pagalbą, galėtų dirbti kineziterapeutas, slaugytojos, daugiau laiko skirti savanorių veiklos koordinavimui, naujiems mokymams, seminarams, užsiėmimų senoliams rengimui. Reikalingas finansavimas, parama.*

Nuotolinis interviu telefonu, tiriamasis I-10.

1. Kokią mokamą/nemokamą pagalbą seniems ir pagyvenusiems asmenims, esantiems negalios situacijoje, teikia įstaiga, kurioje dirbate ir kokie specialistai (ar savanoriai, jei tokių yra) tai daro? *Įstaiga daugiausia užsiima slauga, medicinine pagalba seniems žmonėms, esantiems negalioje. Lietuvoje yra 9 slaugytojai, įvairiuos regionuose, kurie lanko žmones namuose. Taip pat įvairiose srityse dirba ir socialiniai darbuotojai, vėlgi pagal poreikį ir galimybes konkrečiame regione. Padedame labiausiai pažeidžiamiems, ligotiems, vienišiems seniems asmenims. Siekiame gerinti jų gyvenimo kokybę, mažinti socialinę atskirtį, skatinti užimtumą. Teikiame nuolatinę kompleksinę priežiūrą seniems žmonėms jų namuose.*

2. Kokius socialinio darbo metodus naudojate darbe su senais ir pagyvenusiais asmenimis, kokių sričių žinių, specifinių gebėjimų pareikalauja šis darbas? *Individualiai dirbame su žmonėmis, taip pat buriame bedruomenes, skatiname tuos senolius, kurie yra aktyvesni ir dar turi jėgų bei galimybių, dalyvauti įvairiose veiklose, susitikimuose, vakaronėse, jungtis į senjorų klubus.*

3. Kaip darbuotojai/savanoriai kelia profesionalumą? *Dalyvauja įvairiuose mokymuose, tobulina slaugytojų įgūdžius, sveikos gyvensenos supratimą. Visos slaugytojos turi reikiamas licenzijas, išsilavinimą. Savanoriai skatinami tobulėti, būti aktyviais, žingeidžiais. Savanoriauti kviečiami ir pagyvenę žmonės, kurie dar yra pajėgūs pagelbėti kitiems, taip skatinamas ir jų užimtumas, ir bendruomeniškumas, socialinės atskirties mažinimas.*

4. Kokius specifinius senų žmonių poreikius atliepia nevyriausybinės organizacijos Lietuvoje ir kaip būtų galima plėsti teikiamos pagalbos lauką? *Seni mūsų lankomi žmonės turi įvairių sveikatos sutrikimų, yra ligoti, todėl atsiliepiame į jų medicininius poreikius teikiant slaugą namuose. Taip pat jie nesijaučia tokie vieniši, palikti. Iš dalies patenkinamas bendravimo poreikis, poreikis būti išklausytam, suprastam.*

5. Jūsų nuomone, kuo nevyriausybinių organizacijų teikiama pagalba skiriasi nuo valstybinių įstaigų teikiamų socialinių paslaugų ir kokios yra šių skirtingų institucijų stiprybės bei silpnybės? *Manau, jog tiek valstybinės, tiek nevyriausybinės organzacijos gali teikti vienodai gerą pagalbą seniems ir pagyvenusiems asmenims, tačiau šiuo metu nevyriausybinės turi mažai lėšų, todėl sunku išlaikyti darbuotojus ir sudaryti galimybės žmonėms gauti pakankamai reikalingos pagalbos. Tačiau mūsų įstaiga ir kitos nevyriausybinės įstaigos pasitelkia į pagalbą savanorius, kurie yra viena iš mūsų stiprybių, be kurių būtų labai sunku suspėti vykdyti visas veiklas, skirti pakankamai dėmesio kiekvienam, organizuoti mokymus, įvairius renginius. Taip pat didelė pagalba yra projektų rašymas, iš kurių gauname lėšų slaugos priemonėms, įvairioms kitoms reikalingoms priemonėms veiklai.*

6. Kokios yra nevyriausybinių organizacijų socialinių paslaugų seniems ir pagyvenusiems asmenims teikimo galimybės bei perspektyvos ir kaip turėtų būti organizuojamas socialinis darbas, siekiant tinkamai atliepti šios žmonių grupės poreikius? *Turėtų būti skiriama daugiau dėmesio ir lėšų senų ir pagyvenusių asmenų priežiūrai, pagalbai jiems, kad būtų galima ne tik išlaikyti darbuotojus, bet ir teikti reikiamą pagalbą, kartais galbūt ir materialinę, jei yra toks poreikis. Mano nuomone, nevyriausybinės organizacijos yra pajėgios teikti kokybišką pagalbą seniems žmonėms, tačiau reikia daugiau finansinių resursų. Valstybinės ir nevyriausybinės organizacijos turėtų palaikyti ryšį, keistis informacija apie į socialinę atskirtį patekusius asmenis.*